



Terms and Conditions

Parcels, International Guaranteed (Euro 48 and International Datapost)

These services guarantee delivery of parcels, and are available to personal and business customers wishing to send urgent or valuable items.

These services are not available to BFPO addresses.

Partners and regulations vary from country to country, and reference to Isle of Man Post should be made to ensure that the general Terms and Conditions apply in the destination country

Parcels may require completion of Customs documentation. All postal items may be examined by HM Customs and Excise, but normally letters and packets containing documents or similar forms of correspondence are excluded, as are items addressed to EU countries. Customs documentation is required for small packets and other packages containing goods sent to destinations outside the EU, and also Andorra, Canary Islands, **Channel Islands**, Gibraltar, San Marino and Vatican City State.

The general list of prohibited and restricted items applies to this service together with additional restrictions which may apply in the destination country (see 'Prohibitions and Restrictions', and Parcelforce website www.parcelforce.com. for further details)

Each parcel must comply with the size and weight limits in the country of destination.

Proof of posting will be given.

For Euro 48, delivery is guaranteed within 2 working days to major European cities and 3 to 5 working days elsewhere in Europe depending on destination.

Items are electronically tracked and progress may be checked up to the point of delivery, with online proof of delivery available.

For International Datapost, proof of delivery, i.e. a copy of the signature of the recipient of the item obtained on its delivery, is available on request and payment of the appropriate fee, up to 6 months after posting.

If no one is available to sign for an item, a 'While You Were Out' card or its equivalent, will be left and the item retained at the Delivery Office. If not collected after 7 working days it will be returned to the sender.

Working days vary from country to country and are regarded as those of the destination country.

Delivery is confirmed to the address and not necessarily the named addressee.

Isle of Man Post and its partners will not be responsible for any delay if:

- the item was not correctly or clearly addressed,
- the loss or delay was due to an omission by the sender or recipient,
- delivery was attempted but no-one was available to receive it,
- the delay was due to alternative delivery arrangements which had been put in place, including PO Boxes, or Post Restante,
- the item was held up in Customs for formal entry clearance,
- the item was sent by another carrier or Postal Operator,
- the item was forwarded from the stated delivery address by a third party or redirection service,
- the item contained prohibited or undeclared restricted items,
- accessing the address was extremely difficult or it put the health and safety of staff at risk,
- caused by a failure or malfunction of a computer system as a result of computer viruses of any kind,
- caused by industrial action by employees of a partner company,
- the item was addressed to a PO Box in a country which is not acceptable,

If Isle of Man Post or partners damage, fail to deliver the item or achieve the guaranteed delivery times, compensation may be paid in accordance with the Terms and Conditions for Compensation.

Lost goods ~ an item may be deemed lost if not received within 8 weeks from the guaranteed/ anticipated delivery date.

Additional insurance is available on payment of the appropriate fee.

Isle of Man Post's obligations, for confidentiality and under the Data Protection Acts will be applied in full.

Force Majeure

Isle of Man Post shall not be liable for any breach of its obligations or for compensation or refund for loss, damage or delay resulting from an Event of Force Majeure. Such events, which are outside Isle of Man Post's control, include, but are not restricted to, adverse weather conditions, fire, flood, explosions, accidents, traffic congestion, mechanical breakdown, obstruction of any public or private highway, acts of terrorism, vandalism, government act, riot, war, act of God or industrial dispute.

Isle of Man Post will endeavour to make its customers aware of an event of Force Majeure giving details of the circumstances and as much notice as possible together with a reasonable estimate of when it is likely to cease.

If an Event of Force Majeure continues for more than 30 days, then Isle of Man Post shall be entitled to terminate any agreements, and shall not have any liability in respect of the termination caused by the Event.

Consequential loss

Isle of Man Post does not offer compensation for consequential loss on any of its services.

Isle of Man Post is not liable for any loss of profits, business revenue, goodwill or anticipated savings whether direct, indirect, foreseeable or unforeseeable arising out of delay or failure in conveyance or delivery by either an employee of Isle of Man Post or one of its partners.

[These Terms and Conditions shall be governed by and construed in accordance with Isle of Man law and subject to the exclusive jurisdiction of the Manx courts.](#)