

Terms and Conditions
ReDirect - Personal

1. This service is available to personal customers resident on the Isle of Man.
2. Only letter mail is accepted for ReDirect.
3. The service is available for a maximum of 2 years.
4. Redirection from a Private Box is only acceptable if the Box is being closed and is for a maximum of 3 months.
5. Any person or company using the service to assist their business or for monetary gain will be classed as business users while personal customers will normally use the service for convenience only.
6. Completion and delivery of the required application form assumes acceptance of the Terms and Conditions for the service.
7. A completed application form and appropriate fee must be received at least one week before the service starts. If an existing ReDirect is to be extended (up to the 2 year maximum for the service only), the written request, together with the appropriate fee, should be received by Isle of Man Post Office one week before the original ReDirect expires.
8. The forwarding address on an existing ReDirect may be amended by request in writing and payment of the appropriate administration fee
9. If personal and business mail is to be redirected from the same address, applications must be made for each, and the appropriate fees paid.
10. Formal identification is required from the customer applying for this service and all applicants on the form aged 16 years or over, should sign the relevant section of the form. Identification in the form of one original or certified copy documents from each of the following categories is necessary for each applicant:
 - current passport, armed Forces ID card, provisional or full driving licence bearing a photograph and signature (not International Drivers' Permits/Licences), government issued National Identity Card bearing a photograph or bank card if application is made in person,
 - recent (within the last three months) paid household utility bill (not mobile phone bill), or TV licence, or a recent Bank, Building Society or credit card statement, showing the old address.
11. Parents or Guardians signatures are required for any children aged under 16 years.
12. If the application is made under the authority of a Power of Attorney, a certified copy of the authority must be included with the application form which must be signed in accordance with the authority.
13. If the addressee is deceased, a certified copy of the death certificate must be included with the application form which must be signed by all personal representatives, executors or administrators, together with a certified copy of the authority.
14. The service may be cancelled at any time on receipt of a written instruction signed by all parties on the original application. Isle of Man Post Office will not be liable for any refund or credit after the service has started, but if the service is cancelled before the start date, a refund may be given

subject to the appropriate administration fee. If no date for cancellation is specified, the service will cease from the day of receipt of the cancelling letter.

Limitations/Exceptions

The ReDirect service is **not** available for:

- customers who have the same initials and surname as someone remaining at the old address,
 - customers who did not occupy, and own, lease or rent the premises at the old address,
 - customers whose old address was temporary, e.g. an hotel, boarding house, club, lodgings etc.,
 - customers whose old address was a flat with a communal postal delivery point,
 - items on which the sender indicates the mail is not to be redirected,
 - items which may not be redirected by law, e.g. social security and benefits mail, ~ they will be returned to sender,
 - items which have more than one addressee and only one addressee has applied for the service ~ they will be delivered to the address unless all addressees have agreed in writing that one or a third party may receive them,
 - items delivered to your old address by other delivery and courier services,
 - items to be transferred from one Private Box to another within the same delivery Office,
 - items to be delivered to or from a Poste Restante address,
 - personal mail from a business address to a private address.
15. Any mail which arrives for an individual not named on the application form will continue to be delivered in the normal way.
 16. Mail addressed to 'the Occupier' will be delivered in the normal way.
 17. Mail is forwarded 'First class' or by Airmail to destinations abroad.
 18. Special Delivery and Recorded items may be redirected to addresses within the Isle of Man, the UK and Channel Islands only; such items received for redirection to addresses elsewhere will be returned to the sender.
 19. Delivery time guarantees do not apply for redirected items.
 20. Isle of Man Post Office accepts no responsibility for any losses, consequential or otherwise incurred as a result of the mail being redirected as requested.
 21. If Isle of Man Post Office fails to redirect the mail as agreed, compensation up to the value of the fee may be given.
 22. Isle of Man Post Office reserves the right to refuse an application without any explanation. They may also withdraw the service for any breach of the Terms and Conditions which they may vary, change or amend at any time, or terminate it if the service becomes unworkable. If the service is withdrawn or terminated, the mail will continue to be delivered to the address on the item.

Customs

23. 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 Andorra, Canary Islands, Gibraltar, San Marino and Vatican City State
24. It is a serious criminal offence to redirect or attempt to redirect mail without the proper authority and Isle of Man Post Office will refer any suspected unauthorised redirection to the appropriate authorities.
25. Isle of Man Post Offices' obligations, for confidentiality and under the Data Protection Acts will be applied in full.

Force Majeure

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