

# Price guide

## Oayllys-prios

Prices effective from 6th April 2020

Local, UK and  
International Parcels

iompost.com

Isle of Man   
Post Office

Oik Postagh Ellan Vannin

[iompost.com/parcels](https://iompost.com/parcels)

# UK Services



## Local and UK

local\*

express10<sup>^</sup>

express24<sup>^</sup>

express48<sup>^</sup>

Weight (kg)	express10 <sup>^</sup>	express24 <sup>^</sup>	express48 <sup>^</sup>	Local
4	£14.19	£22.28	£47.18	£7.54
6	£15.29	£23.59	£48.50	£7.54
8	£16.38	£24.90	£49.81	£7.54
10	£17.47	£26.21	£51.12	£7.54
12	£21.85	£31.46	£56.36	£12.79
14	£22.94	£32.76	£57.68	£12.79
20	£24.03	£34.07	£58.99	£12.79
21	£27.31	£38.01	£62.92	£12.79
22	£29.49	£40.62	£65.55	£12.79
23	£31.67	£43.26	£68.16	£12.79
24	£33.86	£45.88	£70.80	£12.79
25	£36.05	£48.50	£73.41	£12.79
26	£38.23	£51.12	£76.03	£12.79
27	£40.42	£53.75	£78.65	£12.79
28	£42.60	£56.36	£81.28	£12.79
29	£44.78	£59.00	£83.90	£12.79
30	£46.97	£61.61	£86.52	£12.79

<sup>^</sup>These prices include VAT at the standard rate

<sup>•</sup>These prices are VAT exempt

Choose from one of our three delivery speeds:

**express10** - for guaranteed\* delivery next working day by 10am

**express24** - for guaranteed\* delivery next working day by close of business

**express48** - for guaranteed\* delivery within 2 working days by close of business

Saturday delivery is available for an extra £14.40<sup>†</sup>

All of our UK services include:

- Full tracking on iompost.com
- Signature on delivery
- Free collection for account customers
- Dedicated aircraft ensuring secure despatch same working day
- No fuel surcharges
- Up to £200 cover for loss or damage included in express10 service.
- Up to £100 for loss or damage included in express24 and up to £50 for express48

For items under 4kg, we recommend using our Special Delivery service.

\* Guarantee definition: whole or proportionate refund of consignment charges in the event of late delivery in line with our terms and conditions.

<sup>†</sup> Price includes VAT at the standard rate

### Weight and size

Maximum weight is 30kg and maximum size is 1.5 metre length or a maximum combined length/width of 3 metres. Weight and size limits may vary by destination.

# International Services

The world delivered with Parcelforce Worldwide through your local Post Office.

Our wide range of International parcel services include:

- Free collection for account customers
- Alternatively, you can go to one of our Post Offices
- Dedicated aircraft ensuring secure despatch same working day from the Island
- No fuel surcharges - the price you see is the price you pay
- No volumetric pricing - the weight is the basis of our pricing, not the size
- Maximum weight is 30kg and maximum size is 3m length/width combined. This may vary by destination.

## globalexpress

Our fastest international time guaranteed service with delivery from 2 working days.

## globalvalue

The economical international service for non-urgent items with delivery from 4 working days.

Services	Tracking online	Signature on delivery	Guaranteed delivery	Inclusive compensation
globalexpress	Yes	Yes	Yes*	£200
globalvalue	No	No	Yes*	£50

See pages 4-6 for rates.

## Compensation rates for loss, damage or delay

Services	Max Inclusive Compensation	Additional Compensation Available	Max Total Cover	Refund if not delivered on or before the stated delivery day or later than the stated delivery time
express10 <sup>†</sup>	£200	£1.20 for the first additional £100 cover. £5.40 for every subsequent £100 cover.	£2,500	100%
express24 <sup>†</sup>	£100		£2,500	50%
globalexpress (5-9 <sup>†</sup> )	£200	£1.00 for the first additional £100 cover. £4.50 for every subsequent £100 cover.	£2,500	100%
express48	£50		£2,450	25%
globalexpress (4, 9a-12)	£200	£4.50 for every subsequent £100 cover.	£2,500	100%
globalvalue	£50		£450	N/A

Numbers in brackets refer to the relevant zone(s).

\* Guarantee definition: whole or proportionate refund of consignment charges in the event of late delivery in line with our terms and conditions.

† Price includes VAT at the standard rate.

# Isle of Man Post Office - Europe Parcel Rates

Zone 4			Zone 5			Zone 6			Zone 7		
Channel Islands			Republic of Ireland			Belgium, Netherlands, Luxembourg			France, Germany, Denmark		
globalexpress			globalexpress			globalexpress			globalexpress		
globalvalue			globalvalue			globalvalue			globalvalue		
Weight (kg)			Weight (kg)	These prices are VAT exempt	These prices include VAT at the standard rate	Weight (kg)	These prices are VAT exempt	These prices include VAT at the standard rate	Weight (kg)	These prices are VAT exempt	These prices include VAT at the standard rate
0.5	£10.22	£51.58	0.5	£11.58	£55.08	0.5	£23.86	£50.58	0.5	£24.99	£51.94
1	£11.36	£53.85	1	£14.19	£57.80	1	£26.13	£54.67	1	£27.26	£55.76
1.5	£12.49	£56.12	1.5	£16.81	£60.53	1.5	£28.40	£58.76	1.5	£29.53	£59.58
2	£13.62	£58.39	2	£19.42	£63.25	2	£30.67	£62.85	2	£31.80	£63.39
2.5	£14.76	£60.67	2.5	£22.03	£65.99	2.5	£32.94	£66.93	2.5	£34.07	£67.21
3	£15.05	£62.72	3	£23.86	£68.99	3	£34.64	£69.39	3	£35.78	£70.35
3.5	£15.90	£64.75	3.5	£25.67	£71.98	3.5	£36.35	£71.85	3.5	£37.49	£73.48
4	£16.46	£66.80	4	£27.49	£74.98	4	£38.06	£74.30	4	£39.20	£76.62
4.5	£17.04	£68.85	4.5	£29.31	£77.98	4.5	£39.76	£76.75	4.5	£40.90	£79.76
5	£17.60	£70.89	5	£31.13	£80.98	5	£41.47	£79.22	5	£42.60	£82.89
5.5	£17.94	£73.40	5.5	£32.26	£82.75	5.5	£42.15	£81.25	5.5	£43.51	£85.76
6	£18.28	£75.89	6	£33.40	£84.54	6	£42.83	£83.30	6	£44.42	£88.62
6.5	£18.63	£78.39	6.5	£34.54	£86.31	6.5	£43.51	£85.35	6.5	£45.33	£91.48
7	£18.99	£80.90	7	£35.67	£88.11	7	£44.19	£87.40	7	£46.23	£94.35
7.5	£19.30	£83.39	7.5	£36.81	£89.85	7.5	£44.87	£89.45	7.5	£47.14	£97.21
8	£19.65	£85.90	8	£37.94	£91.63	8	£45.56	£91.48	8	£48.05	£100.07
8.5	£19.99	£88.40	8.5	£39.08	£93.39	8.5	£46.23	£93.53	8.5	£48.96	£102.94
9	£20.33	£90.89	9	£40.21	£95.17	9	£46.92	£95.57	9	£49.88	£105.80
9.5	£20.68	£93.40	9.5	£41.35	£96.93	9.5	£47.60	£97.62	9.5	£50.79	£108.66
10	£21.01	£95.89	10	£42.48	£98.71	10	£48.28	£99.66	10	£51.70	£111.53
10.5	£21.35	£97.82	10.5	£43.17	£101.17	10.5	£48.85	£101.85	10.5	£52.09	£113.85
11	£21.69	£99.76	11	£43.85	£103.62	11	£49.41	£104.03	11	£52.49	£116.16
11.5	£22.04	£101.69	11.5	£44.53	£106.07	11.5	£49.98	£106.22	11.5	£52.89	£118.49
12	£22.38	£103.62	12	£45.22	£108.53	12	£50.55	£108.38	12	£53.28	£120.80
12.5	£22.72	£105.56	12.5	£45.90	£110.99	12.5	£51.13	£110.57	12.5	£53.68	£123.12
13	£23.06	£107.48	13	£46.59	£113.44	13	£51.70	£112.75	13	£54.07	£125.44
13.5	£23.40	£109.41	13.5	£47.26	£115.89	13.5	£52.26	£114.93	13.5	£54.47	£127.75
14	£23.73	£111.35	14	£47.95	£118.35	14	£52.83	£117.11	14	£54.88	£130.08
14.5	£24.08	£113.28	14.5	£48.62	£120.81	14.5	£53.40	£119.30	14.5	£55.27	£132.39
15	£24.42	£115.21	15	£49.31	£123.26	15	£53.97	£121.48	15	£55.67	£134.71

# Isle of Man Post Office - Europe Parcel Rates

## Zone 8

Italy, Spain, Portugal,  
Greece

globalexpress

globalvalue

Weight (kg)	These prices are VAT exempt		These prices include VAT at the standard rate
	Price	Price	
0.5	£27.26	£67.40	
1	£29.53	£71.98	
1.5	£31.80	£76.56	
2	£34.07	£81.14	
2.5	£36.35	£85.73	
3	£37.60	£89.82	
3.5	£38.85	£93.91	
4	£40.11	£98.00	
4.5	£41.35	£102.09	
5	£42.60	£106.18	
5.5	£43.85	£111.30	
6	£45.10	£114.69	
6.5	£46.35	£118.95	
7	£47.60	£123.20	
7.5	£48.85	£127.45	
8	£50.10	£131.70	
8.5	£51.35	£135.96	
9	£52.60	£140.22	
9.5	£53.85	£144.47	
10	£55.10	£148.73	
10.5	£55.55	£152.49	
11	£56.01	£156.26	
11.5	£56.46	£160.02	
12	£56.92	£163.78	
12.5	£57.37	£167.55	
13	£57.82	£171.31	
13.5	£58.28	£175.07	
14	£58.73	£178.84	
14.5	£59.19	£182.60	
15	£59.64	£186.36	

## Zone 9

Rest of Europe  
(EU Countries)

globalexpress

globalvalue

Weight (kg)	These prices are VAT exempt		These prices include VAT at the standard rate
	Price	Price	
0.5	£28.40	£60.53	
1	£31.80	£65.71	
1.5	£35.21	£70.89	
2	£38.63	£76.08	
2.5	£42.03	£81.26	
3	£43.85	£86.17	
3.5	£45.67	£91.07	
4	£47.49	£95.98	
4.5	£49.31	£100.90	
5	£51.13	£105.80	
5.5	£52.83	£110.16	
6	£54.53	£114.53	
6.5	£56.24	£118.89	
7	£57.94	£123.25	
7.5	£59.64	£127.62	
8	£61.35	£131.98	
8.5	£63.05	£136.34	
9	£64.75	£140.71	
9.5	£66.47	£145.07	
10	£68.17	£149.43	
10.5	£69.41	£153.12	
11	£70.67	£156.80	
11.5	£71.92	£160.48	
12	£73.16	£164.16	
12.5	£74.42	£167.85	
13	£75.67	£171.53	
13.5	£76.92	£175.21	
14	£78.17	£178.89	
14.5	£79.42	£182.58	
15	£80.67	£186.25	

## Zone 9A

Rest of Europe  
(Non EU Countries)

globalexpress

globalvalue

Weight (kg)	These prices are VAT exempt		These prices include VAT at the standard rate
	Price	Price	
0.5	£28.40	£50.44	
1	£31.80	£54.76	
1.5	£35.21	£59.08	
2	£38.63	£63.39	
2.5	£42.03	£67.71	
3	£43.85	£71.80	
3.5	£45.67	£75.89	
4	£47.81	£79.99	
4.5	£49.31	£84.08	
5	£51.13	£88.17	
5.5	£52.83	£91.80	
6	£54.53	£95.44	
6.5	£56.24	£99.08	
7	£57.94	£102.72	
7.5	£59.64	£106.35	
8	£61.35	£109.98	
8.5	£63.05	£113.62	
9	£64.75	£117.25	
9.5	£66.47	£120.90	
10	£68.17	£124.53	
10.5	£69.41	£127.60	
11	£70.67	£130.66	
11.5	£71.92	£133.74	
12	£73.16	£136.80	
12.5	£74.42	£139.87	
13	£75.67	£142.94	
13.5	£76.92	£146.00	
14	£78.17	£149.08	
14.5	£79.42	£152.14	
15	£80.67	£155.21	



# Isle of Man Post Office - International Parcel Rates

## Zone 10

USA & Canada

globalexpress

globalvalue

Weight (kg)		
0.5	£29.53	£53.74
1	£35.21	£58.17
1.5	£40.90	£62.60
2	£46.58	£67.04
2.5	£52.26	£71.46
3	£57.37	£75.21
3.5	£62.48	£78.96
4	£67.60	£82.72
4.5	£72.71	£86.47
5	£77.82	£90.22
5.5	£80.67	£94.07
6	£83.51	£97.94
6.5	£86.35	£101.81
7	£89.19	£105.66
7.5	£92.03	£109.53
8	£94.88	£113.40
8.5	£97.71	£117.25
9	£100.55	£121.12
9.5	£103.39	£124.99
10	£106.23	£128.84
10.5	£108.51	£131.92
11	£110.78	£134.98
11.5	£113.05	£138.06
12	£115.33	£141.12
12.5	£117.60	£144.18
13	£119.87	£147.26
13.5	£122.15	£150.32
14	£124.42	£153.40
14.5	£126.69	£156.46
15	£128.96	£159.53

## Zone 11

Far East & Australasia

globalexpress

globalvalue

Weight (kg)		
0.5	£36.35	£63.62
1	£43.17	£69.41
1.5	£49.98	£75.21
2	£56.81	£81.00
2.5	£63.62	£86.80
3	£69.31	£92.03
3.5	£74.98	£97.25
4	£80.67	£102.48
4.5	£86.35	£107.71
5	£92.03	£112.94
5.5	£95.44	£117.25
6	£98.85	£121.57
6.5	£102.26	£125.90
7	£105.66	£130.22
7.5	£109.08	£134.53
8	£112.49	£138.85
8.5	£115.89	£143.17
9	£119.30	£147.48
9.5	£122.72	£151.80
10	£126.12	£156.12
10.5	£128.96	£160.67
11	£131.80	£165.21
11.5	£134.64	£169.75
12	£137.49	£174.31
12.5	£140.33	£178.85
13	£143.17	£183.39
13.5	£146.00	£187.94
14	£148.84	£192.48
14.5	£151.69	£197.03
15	£154.53	£201.58

## Zone 12

Rest of the World

globalexpress

globalvalue

Weight (kg)		
0.5	£37.49	£72.60
1	£44.87	£81.24
1.5	£52.26	£89.87
2	£59.64	£98.51
2.5	£67.04	£107.14
3	£73.85	£114.75
3.5	£80.67	£122.37
4	£87.48	£129.98
4.5	£94.31	£137.60
5	£101.12	£145.21
5.5	£106.80	£151.23
6	£112.49	£157.25
6.5	£118.16	£163.28
7	£123.85	£169.30
7.5	£129.53	£175.32
8	£135.21	£181.34
8.5	£140.89	£187.37
9	£146.57	£193.39
9.5	£152.26	£199.41
10	£157.94	£205.43
10.5	£162.48	£211.80
11	£167.03	£218.16
11.5	£171.57	£224.52
12	£176.12	£230.89
12.5	£180.67	£237.25
13	£185.21	£243.61
13.5	£189.75	£249.99
14	£194.30	£256.35
14.5	£198.85	£262.71
15	£203.39	£269.07

## Destination zone key

Afghanistan	12	East Timor	11	Liberia	12	St Pierre & Miquelon	12
Albania	9A	Ecuador	12	Libya	12	St Vincent and The	12
Algeria	12	Egypt	12	Liechtenstein	9A	Grenadines	
Andorra	9A	El Salvador	12	Lithuania	9	Samoa (Territory of	11
Angola	12	Equatorial Guinea	12	Luxembourg	6	America)	
Anguilla	12	Eritrea	12	Macao	11	San Marino	9A
Antigua & Barbuda	12	Estonia	9	Macedonia (The	9A	São Tomé & Príncipe	12
Argentina	12	Ethiopia	12	'Former Yugoslav		Sardinia	8
Armenia	9A	Falkland Islands	12	Republic of)		Saudi Arabia	12
Aruba	12	Faroe Islands	9A	Madagascar	12	Senegal	12
Ascension	12	Fiji	11	Madeira	8	Seychelles	12
Australia	11	Finland	9	Malawi	12	Sicily	8
Austria	9	France	7	Malaysia	11	Sierra Leone	12
Azerbaijan	12	French Guiana	12	Maldives (Republic of)	12	Singapore	11
Azores	8	French Polynesia	11	Mali	12	Slovakia	9
Bahamas	12	Gabon	12	Malta	9	Slovenia	9
Bahrain	12	The Gambia	12	Mariana Islands	11	Solomon Islands	11
Balearic Isles	8	Gaza & Khan Yunis	12	(Northern)		Somalia (Democratic	12
Bangladesh	12	Georgia	9A	(Northern)		Republic of)	
Barbados	12	Germany	7	Marshall Islands	11	South Africa	12
Belarus	9A	Ghana	12	Martinique	12	Spain	8
Belgium	6	Gibraltar	9A	Mauritania	12	Spanish Territory of	12
Belize	12	Greece	8	Mauritius	12	North Africa (Ceuta	
Benin	12	Greenland	9A	Mexico	12	Charafinas Jadu &	
Bermuda	12	Grenada	12	Micronesia (Federal	11	Melilla)	
Bhutan	12	Guadeloupe	12	State of)		Spitzbergen	9A
Bolivia	12	Guam	11	Moldova	8	Sri Lanka	12
Bosnia-Herzegovina	9A	Guatemala	12	Monaco	7	Sudan	12
Botswana	12	Guinea	12	Mongolia	11	Surinam	12
Brazil	12	Guinea-Bissau	12	Montserrat	12	Swaziland	12
British Virgin Islands	12	Guyana	12	Morocco	12	Sweden	12
Brunei Darussalam	11	Haiti	12	Mozambique	12	Switzerland	9A
Bulgaria	9	Honduras	12	Myanmar (Union of)	11	Syria	12
Burkina Faso	12	Hong Kong	11	Namibia	12	Taiwan	11
Burundi	12	Hungary	9A	Nauru	12	Tajikistan	12
Cambodia	11	Iceland	9A	Nepal	11	Tanzania	12
Cameroon	12	India	12	Netherlands	6	Thailand	11
Canada	10	Indonesia	11	Netherlands Antilles	12	Togo (Republic)	12
Canary Islands	9A	Iran	12	New Caledonia	11	Tonga	11
Cape Verde Islands	9A	Iraq	12	New Zealand	11	Trinidad & Tobago	12
Cayman Islands	12	Israel	12	New Zealand Island	11	Tristan Da Cunha	12
Central African	12	Italy	8	Territories		Tunisia	12
Republic		Ivory Coast (Cote	12	Nicaragua	12	Turkey	9A
Chad	12	D'Ivoire)		Niger	12	Turkmenistan	12
Chile	12	Jamaica	12	Nigeria	12	Turks & Caicos Islands	12
China (Peoples	11	Japan	11	Norfolk Island	11	Tuvalu	11
Republic of)		Jordan	12	Norway	9A	Uganda	12
Christmas Island	11	Kazakhstan	12	Oman	12	Ukraine	9A
(Indian Ocean)		Kenya	12	Pakistan	12	United Arab Emirates	12
Cocos (Keeling) Island	11	Kirghizstan	12	Panama	11	Uruguay	12
Colombia	12	Kiribati	11	Papua New Guinea	12	U.S.A.	10
Comoros	12	Korea (Republic of)	11	Paraguay	12	Uzbekistan	12
Congo (Republic of)	12	Kuwait	12	Peru	12	Vanuatu	11
Corsica	7	Laos	11	Philippines	11	Vatican City State	9A
Costa Rica	12	Latvia	9	Pitcairn Islands	11	Venezuela	12
Croatia	9	Lebanon	12	Poland	9	Vietnam	11
Cuba	12	Lesotho	12	Portugal	8	Virgin Islands of U.S.A.	12
Cuba (Via U.S.A)	12			Puerto Rico	12	Wake Island	11
Cyprus	9			Qatar (State of)	12	Wallis & Futuna Islands	11
Czech Republic	9			Reunion	12	Western Samoa	11
Denmark	7			Romania	9	Yemen (Republic of)	12
Djibouti	12			Russia	9A	Yugoslavia	9
Dominica	12			Rwanda	12	Zambia	12
Dominican Republic	12			St Helena	12	Zimbabwe	12
				St Christopher	12		
				(St Kitts) & Nevis			
				St Lucia	12		

## BFPO/HM Forces

BFPO Parcels up to 30kg can be sent via the BFPO service. Items under 2kg can currently be sent free of charge (please check with our Customer Services Team that this is still the case before you send your item).

up to 4kg £6.95	up to 6kg £7.55	up to 8kg £8.60	up to 10kg £9.25	up to 30kg £10.80
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# Terms and Conditions

Prohibitions and restrictions can be found at [iompost.com](http://iompost.com). For a full list of Terms and Conditions, please visit our website [www.iompost.com](http://www.iompost.com). Isle of Man Post Office Customer Services will be pleased to assist you with any queries or additional information you may have regarding any of our products and services.

## Compensation

Should you need to make a compensation claim for an item for loss, damage or delay of an item sent by Isle of Man Post Office, please complete all of the claim form. A form can be downloaded from our website, calling our Customer Services team on (01624) 664664 or calling into your local Post Office Counter. Once you have completed your form, you can send it to:

**Isle of Man Post Office, Customer Services, Freeport 1167, Douglas, ISLE OF MAN, IM87 6DL**

This form must be accompanied by the original Certificate of Posting (available free of charge at the time of posting) or the receipt for the specialised service offering higher levels of compensation. Written evidence of market value or cost of the lost or damaged contents will also be required.

Isle of Man Post Office will make any enquiries it deems necessary to satisfy the validity of a claim. All UK claims must be received within 30 days of despatch. International claims must be made within the following timescales: 15 days of despatch for globeexpress and 120 days of despatch for globalvalue and BFPO. Appeals against decisions on claim settlements must be made within 30 days of receipt of claim settlement letter, in writing, to the address shown on the claim settlement letter.

Collectable items, which have appreciated in value either due to their rarity or due to being out of production, are not excluded from cover, but the level of compensation for loss or damage is limited to the actual price paid for the collectable and shall not exceed the limit of compensation available from Isle of Man Post Office. Compensation may be payable subject to the customer providing satisfactory written or printed evidence.

## Exclusions

Isle of Man Post Office will not provide compensation for loss or delay if:

- the claim is not made by the sender of the item,
- the correct postage was not paid,
- 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.

In addition to the circumstances already listed, the following goods are also excluded from compensation if sent by Parcelforce. (Compensation for loss but not damage/deterioration may be available for those marked \*\*)

- Antiques (objects over 100 years old)
- Articles made wholly of gold, silver or other precious metals.
- Ceramics such as ornaments and decorative china, resin and porcelain\*\*.
- Diamonds and other precious stones.
- Glassware\*\*
- Jewellery (except imitation)
- Money- current bank note, currency note or coins, uncrossed postal orders which do not state to whom they are to be paid, cheques or dividend warrants which are uncrossed and made payable to the bearer. Bearer securities, including share warrants, scrips or subscription certificates, bonds or relative coupons, un-cancelled revenue or postage stamps, airline tickets, coupons, vouchers, tokens, stamps or similar documents which can be exchanged by themselves or with any other document for money, goods or services, national insurance stamps or bankers drafts.
- Negotiable documents.

- Perishable goods\*\*
- Sim-cards
- Stamps
- Watches and Clocks, including watch movements and other parts.

Any items that by their inherent nature are particularly susceptible to damage are excluded from compensation in the event of damage on all services. This includes but is not limited to the below:

- Automotive vehicle parts and body work for example but not limited to doors, bumpers, headlights and other large body parts or panels
- Cakes of all types
- Cases (including suitcases and musical instrument cases) when used as external packaging
- Ceramics or composites wholly or partially made of china and/or porcelain
- Collectable toys and action figures, where the original packaging contributes to the item's value
- Computer monitors – including laptop screens, all-in-one desktops and iMacs
- Furniture – both flat packed and ready built e.g. tables, chairs, shelves, cupboards and similar items
- Lighting – fluorescent tubes, neon lighting, X-ray tubes, light bulbs etc. or any other inherently fragile lighting items
- Models, for example completed kit or scratch build models, dolls houses and architectural models
- Televisions – including CRT, LCD, LED and Plasma screens

Items made wholly or partially of the following materials or similar materials:

- Ceramics e.g. china and porcelain
- Composites e.g. concrete and granite
- Glass – Items wholly or partially made from or containing glass, e.g. picture frames and clocks containing glass or crystal items. Damage to other items in the parcel caused by broken glass will not be covered
- Plaster items – including plaster of paris, fibre clay
- Resin items – including amorphite, amber and composites
- Rock, stone and mineral items – including granite, marble, fossils, geodes, gem stones, crystals or similar items
- Packaging (external) – e.g. if items are sent in a suitcase, musical instrument case or in the manufacturer or retailer's original packaging without adequate external packaging, Parcelforce Worldwide will not be liable for damage to the suitcase, musical instrument case or manufacturer or retailer's packaging.

## Damaged Goods

The level of compensation is limited to the cost of repair or the actual price paid for the goods whichever is the lesser and shall not exceed the limit of compensation available from Isle of Man Post Office.

## Force Majeure

Isle of Man Post Office shall not be liable for any breach of its obligations or for compensation or refund for loss or delay resulting from an Event of Force Majeure. Such events, which are outside Isle of Man Post Office'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 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.

## For further information please contact:

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