

Damaged, delayed or lost

Jeeyllit, cumrit ny caillit

Isle of Man, UK and International (excl. Parcels)

Please note this form should only be used for items posted in the Isle of Man. For all other items, the sender must contact their local postal authority. Please fill in this form, giving as much information as possible.

If you need any help at any time, please contact Customer Services on **01624 664664**, or email: customer.services@iompost.com or fax **01624 698464**.

You can either hand this form in at any Isle of Man Post Office branch or send it free of charge to:
Isle of Man Post Office, Customer Services, Freepost 1167, Douglas, ISLE OF MAN, IM87 6DL

PLEASE COMPLETE ALL DETAILS IN ENGLISH

1. Contact Details

What is your name and address?

Title First name

Surname

Company name

Address

.....

..... Post Code

Daytime phone number

Evening phone number

Email

Are you the Sender Recipient

Who did you send it to?

Title First name

Surname

Company name

Address

.....

..... Post Code

Daytime phone number

Evening phone number

Email

Please note: Isle of Man Post Office does not offer compensation for consequential loss on any of its services. Please provide Proof of Posting if you wish to make a compensation claim.

2. What is the problem? My item is... (Tick the boxes which apply to your claim)

Lost Damaged Item Delivered, some/all contents missing Delayed eBay claim

N.B. The recipient should hold on to the damaged items and packaging, as we may ask to see them

If there was something of value in your mail, we may refund the actual loss, up to a maximum of 100x price of a stamp for a 'letter' for Isle of Man/UK or up to the market value, whichever is the smaller amount, unless optional insurance was paid for when posting (excluding International airmail/surface mail)

3. What service was used?

Standard Letter / Packet Recorded Signed For HM Forces/BFPO

Special Delivery (tick service below) Airmail Other (Please Specify)

9am 1pm International Signed For/Airsure

Item reference number

Postage Paid

£ : p

Do you have Proof of Posting?

Yes No

What date was the item posted? Time?

4. Where was your item posted?

Post Office Business Collection Post Box

Which Office? Which Town?

5. What is your item worth?

Proof of value or proof of purchase of the missing or damaged contents

Please provide evidence of value. Without this information we may not be able to meet your claim.

TOTAL AMOUNT CLAIMED

£ : p

6. Item Description

Please use the space below to describe the item including its size, shape, wrapping and contents. The description you give may help us trace the item. Please be as detailed as possible. For example, give us the type, brand or title of the item as well as describing its appearance. If necessary, please continue the description on a separate sheet. If claiming for more than one item, indicate the cost of each item separately.

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7. Declaration

I understand that a false claim for compensation could result in criminal prosecution. I declare that, to the best of my knowledge, the information I have given on this form is correct and truthful. I also undertake to advise Isle of Man Post Office immediately if any lost items are subsequently traced and refund Isle of Man Post Office any monies paid in compensation for these items.

Date: Signature:

8. Before you send this form to us, have you...

- | | |
|---|--|
| <input type="checkbox"/> Included original Certificate of Posting? | <input type="checkbox"/> Included original Proof of Value? |
| <input type="checkbox"/> Included Postal Order receipt? | <input type="checkbox"/> Added your address details? |
| <input type="checkbox"/> Clearly stated the problem? | <input type="checkbox"/> Included posting details? |
| <input type="checkbox"/> Indicated the amount you wish to claim? (where applicable) | <input type="checkbox"/> Signed and dated the Declaration? |
| <input type="checkbox"/> A copy of all documentation you have provided? | <input type="checkbox"/> Original receipt (Recorded Signed For, Special Delivery, Airmail/International Signed For, Parcelforce) |
| <input type="checkbox"/> Included all relevant documentation for an eBay claim? (ie. PayPal a/c etc.) | <input type="checkbox"/> Isle of Man Post Office receipt (For any mail posted at an Isle of Man Post Office branch) |

9. Claims

FOR IOM, UK AND CHANNEL ISLANDS

Loss Claims

We do not consider items to be lost until 15 days after the expected delivery date and 10 working days for Special Delivery claims (to IOM or UK)

Damage claims

You must hold on to the damaged items and original packaging for inspection.

eBay claims

Must be accompanied with a PayPal statement or bank/credit card statement for the item and the item site sale page. We also require the auction page including item number. Please make sure that you have included your e-mail address.

Please note

We are unable to settle claims for items sent over one year ago for Isle of Man, UK and Channel Islands and 6 months for International items.

FOR INTERNATIONAL

Please note

We cannot accept your claim before 25 days or after 6 months from the date of posting.

Make sure you are not claiming for prohibited items. Please refer to our Guide to Postal Services and Prices brochure or call our Customer Services Team on 01624 664664 if you have any queries. It is your responsibility to check that items sent are not prohibited.

Please note: If a packet contains a mixture of prohibited and non-prohibited items, no compensation will be offered.

For guidance on compensation limits, please refer to our Guide to Postal Services and Prices brochure, available at all Isle of Man Post Office branches, contact Customer Services for a copy, or download from our website: www.iompost.com

10. Privacy Notice

Isle of Man Post Office takes your privacy seriously. The information you provide on this form will only be used for the delivery of this service and held in accordance with the Isle of Man General Data Protection Regulation. For the full privacy notice please visit www.iompost.com/Privacy