

# Damaged, delayed or lost

## Jeeyllit, cumrit ny caillit

Isle of Man, UK and International

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](mailto: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 .....  
Contact phone number\* .....  
Email\* .....

Are you the Sender  Recipient

Who did you send it to?

Title ..... First name .....  
Surname .....  
Company name .....  
Address .....  
.....  
Post Code .....  
Contact 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

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

## 3. What service was used?

Standard Letter/Packet  Signed For  Parcelforce express10  Parcelforce globalexpress  
 Special Delivery (tick service below)  International Tracked  Parcelforce express24  Parcelforce globalvalue  
 9am  1pm and/or Signed services  Parcelforce express48

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 Which Office?  Which Town?   
 Post Box

## 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 will not be able to meet your claim.

TOTAL AMOUNT CLAIMED

£  :  p

## 6. Payment Information

If compensation is deemed to be owed, payment will be paid by BACS. Please provide the payment details as outlined below to ensure swift payment of any compensation. Any details provided in this section will be destroyed upon completion of payment. If it is deemed that no compensation is owed, then details provided in this section will be destroyed once the matter is closed.

Account name: .....

Account number:

Sort code:

## 7. 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.

.....  
.....  
.....  
.....  
.....

## 8. 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: .....

## 9. Before you send this form to us, have you...

- |  |   |
|--|---|
| <input type="checkbox"/> Clearly stated the problem?   | <input type="checkbox"/> Included proof of value?                         |
| <input type="checkbox"/> Indicated the amount you wish to claim? (where applicable)  | <input type="checkbox"/> Added your address, telephone and email details? |
| <input type="checkbox"/> Included a copy of all documentation you have provided?   | <input type="checkbox"/> Included recipient details?                      |
| <input type="checkbox"/> Included original receipt (Signed For, Special Delivery, International Tracked and/or Signed For, Parcelforce)? | <input type="checkbox"/> Signed and dated the declaration?                |
| <input type="checkbox"/> Included Isle of Man Post Office receipt (For any mail posted at an Isle of Man Post Office branch)?            |   |

## 10. 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.

#### 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 Prohibited and Restricted Items Guide at [www.iompost.com/prohibited](http://www.iompost.com/prohibited) 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 Price Guide, available at all Isle of Man Post Office branches, contact Customer Services for a copy, or download from our website: [www.iompost.com](http://www.iompost.com)

## For Office Use

Proof of postage

Proof of value

BACS ref no.