

# Damaged, delayed or lost

Jeeyllit, cumrit ny caillit

Isle of Man, UK, CI 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 complete 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).

You can either hand this form in at any Isle of Man Post Office counter or send it free of charge to:  
Isle of Man Post Office, Customer Services, Freepost 1167, Douglas, ISLE OF MAN, IM87 6DL  
Alternatively, email to [Customer.Services@iompost.com](mailto:Customer.Services@iompost.com).

## 1. Contact Details

### What is your name and address?

Title ..... First name .....  
Surname .....  
Company name .....  
Address .....  
.....  
Post Code .....  
Contact phone number\* .....  
Email\* .....

### Who did you send it to?

Title ..... First name .....  
Surname .....  
Company name .....  
Address .....  
.....  
Post Code .....  
Email\* .....

Are you the... ☐ Sender ☐ Recipient

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. Which service was used?

☐ Standard Letter/Parcel ☐ Special Delivery Next Day ☐ Special Delivery Two Day  
☐ Parcelforce express48 ☐ International Tracked and/or Signed services ☐ Parcelforce globalpriority or Parcelforce globalvalue  
☐ Local Tracked ☐ Local Tracked Plus

Tracking number. (Leave blank if standard service used)

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 Which Office? ..... ☐ Business Collection  
☐ Post Box Location? ..... ☐ Online Postage Collection

## 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.

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## 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.

Signature: .....

Date: .....

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

- |                                                                                                                                                      |                                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| <input type="checkbox"/> Clearly stated the problem?                                                                                                 | <input type="checkbox"/> Included proof of value for the item? |
| <input type="checkbox"/> Indicated the amount you wish to claim?<br>(Where applicable)                                                               | <input type="checkbox"/> Included your contact details?        |
| <input type="checkbox"/> Included item tracking number (Local Tracked Services, Special Delivery, International Tracked and/or Signed, Parcelforce)? | <input type="checkbox"/> Included recipient details?           |
| <input type="checkbox"/> Included a copy of Isle of Man Post Office receipt? (Can be from a counter, kiosk or Online Postage).                       | <input type="checkbox"/> Signed and dated the declaration      |

## 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.

### FOR INTERNATIONAL

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

Parcelforce claims must be made within 30 days of posting.

### PROHIBITED AND RESTRICTED ITEMS

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 an item 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 counter or download from our website:

[www.iompost.com](http://www.iompost.com)

## For Office Use

☐

Proof of postage

☐

Proof of value

BACS ref no.: .....

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 Data Protection Legislation. For the full Privacy Notice please visit [www.iompost.com/Privacy](http://www.iompost.com/Privacy).