

Damaged, delayed or lost

Jeeyllit, cumrit ny caillit

Isle of Man, UK and International 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

3. What service was used?

Express 9, 10, am Express 24, 48 Global Express
 Global Priority Global Value IOM/HM Forces

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 Which Office? Which Town?
 Business 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 may not be able to meet your claim.

TOTAL AMOUNT CLAIMED

£ : p

