

# International Priority Services

(‘International Signed For’ and ‘Airsure’)

## Terms and conditions

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### 1. Description

These Services allow Personal and Business Customers to confirm the arrival of letter mail and small packages only at the majority of destinations throughout the world.

### 2. Available to

Personal Customers and Business Customers.

### 3. Definitions

- 3.1. ‘Additional Insurance’ means additional insurance that You can purchase from the IOMPO upon the terms set out in the Terms and Conditions.
- 3.2. ‘Agreed Destinations’ details, as currently agreed, can be found at: [www.iompost.com](http://www.iompost.com)
- 3.3. ‘Business Customer’ means any person or company using the Service to assist their business or for monetary gain.
- 3.4. ‘Charges’ means the charges for the use of the Service as set out in section 10 below.
- 3.5. ‘Customer’ means any legal person applying for the Service.
- 3.6. ‘Delivery Office’ means the delivery office local to the recipient of the mail item.
- 3.7. ‘IOMPO’ means the Isle of Man Post Office (a statutory board of Tynwald).
- 3.8. ‘Personal Customer’ means Customers who use the Service normally for convenience only.
- 3.9. ‘Proof of Posting’ means a stamped receipt provide by the IOMPO to prove posting.
- 3.10. ‘Service(s)’ means the international priority services.
- 3.11. ‘Terms and Conditions’ means the general terms and conditions which apply to the delivery of the Service and which can be found at [www.iompost.com](http://www.iompost.com)
- 3.12. ‘We’, ‘Us’ and ‘Our’ means the IOMPO.
- 3.13. ‘Working days’ means generally Monday to Friday and do not include public or bank holidays in the delivery area.
- 3.14. ‘You’ and ‘Your’ means the Customer.

### 4. General Terms

The Terms and Conditions apply to the provision of these Services by the IOMPO.

### 5. Application

International Priority services can be accessed by either:

- 5.1. Visiting a post office counter, completing the relevant paperwork, preparing the mail piece appropriately, and paying the relevant fee, and submitting the item for dispatch; or
- 5.2. Obtaining, completing and applying the relevant paperwork (call Customer Services to obtain this) and submitting the parcel(s) to IOMPO (either by delivering it to an IOMPO branch, or by arranging a collection by IOMPO) for despatch; or
- 5.3. Using a franking machine indicia in the usual way and delivering the mail to the IOMPO (either by delivering it to an IOMPO branch, or by arranging a collection by IOMPO) for despatch.

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### 6. Services and Duration

6.1. In all instances, Proof of Posting is given.

#### 6.2. International Signed For

6.2.1. For international signed for items are electronically tracked to the point of despatch from the UK.

6.2.2. If no-one is available to sign for an International Signed For item, a card will be left and the item retained at the local Delivery Office. If not collected after three (3) weeks it will be returned to the sender.

6.2.3. Items can be sent by International Signed For to Agreed Destinations.

6.2.4. Copies of signatures are not available.

#### 6.3. Airsure

6.3.1. For Airsure items are electronically tracked and progress may be checked up to the point of delivery, however no signature for receipt will be obtained.

6.3.2. Items can be sent by Airsure to: Andorra, Austria, Azores, Balearic Islands, Canary Islands, Corsica, Denmark, Faroe Islands, Finland, France, Germany, Iceland, Liechtenstein, Madeira, Monaco, Netherlands, New Zealand, Norway, Portugal, Republic of Ireland, Slovak Republic, Spain, Spitzbergen, Sweden, Switzerland, and USA.

### 7. Special Conditions

7.1. Delivery is confirmed to the address and not necessarily the named addressee.

7.2. Additional Insurance is available on payment of the appropriate fee.

### 8. Limitations/exceptions

8.1. The general prohibitions and restrictions which relate to goods which may be accepted for mailing apply for this Service, together with any additional restrictions which may apply in the destination country.

8.2. The maximum weight for each item is 2Kg.

#### 8.3. For items packed flat

8.3.1. minimum size: 140mm x 90mm.

8.3.2. maximum size: length 600mm, and length, depth and width combined must not exceed 900mm.

#### 8.4. For rolled items

8.4.1. minimum size: largest dimension (length or diameter) minimum 100mm and smallest dimension (length or diameter) minimum 35mm.

8.4.2. maximum size: length 900mm, and length plus 2 x diameter must not exceed 1040mm.

### 9. Service Levels

There is no guaranteed delivery time, and delivery will be on working days only.

### 10. Charges and Payment Terms

The Charges for this Service are set out at: [www.ionpost.com](http://www.ionpost.com)