

## Terms and conditions

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### 1. Description

By this Service the IOMPO hold Your mail safely for up to three (3) months.

### 2. Available to

This Service is available to Personal Customers and Business Customers resident in the Isle of Man.

### 3. Definitions

- 3.1. 'Business Customer' means any person or company using the Service to assist their business or for monetary gain.
  - 3.2. 'Charges' means the charges for the use of the Service as set out in section 10 below.
  - 3.3. 'Customer' means any legal person applying for the Service.
  - 3.4. 'IOMPO' means the Isle of Man Post Office (a statutory board of Tynwald).
  - 3.5. 'Personal Customer' means Customers who use the Service normally for convenience only.
  - 3.6. 'Service(s)' means the Keepsafe services.
  - 3.7. '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)
  - 3.8. 'We', 'Us' and 'Our' means the IOMPO.
  - 3.9. 'You' and 'Your' means the Customer.
4. General Terms
- 4.1. The Terms and Conditions apply to the provision of these Services by the IOMPO. The Terms and Conditions are amended as follows.
  - 4.2. If IOMPO fails to hold the mail as agreed, a full refund of the Charge may be given.

### 5. Application

- 5.1. In order to receive this Service You must complete and deliver the required application to the IOMPO.
- 5.2. A completed application form and payment of the appropriate Charge must be received at least one (1) week before the Service starts.
- 5.3. All individuals at the same address requesting this Service must sign the application form.
- 5.4. Parents or Guardians signatures are required for any children under sixteen (16) years.
- 5.5. If the application is made under the authority of a Power of Attorney, a certified copy of the authority must be included with the application form, which must be signed in accordance with the authority.
- 5.6. Formal identification may be required when applying for this Service:
  - 5.6.1. current passport, armed Forces ID card, provisional or full driving licence bearing a photograph and signature (not International Drivers' Permits/Licences), government issued National Identity Card bearing a photograph or bank card if application is made in person;
  - 5.6.2. recent (within the last three (3) months) paid household utility bill (not mobile phone bill), or TV licence, or a recent Bank, Building Society or credit card statement, showing the old address.

### **6. Services and duration**

- 6.1. The Service is available for a maximum of three (3) months.
- 6.2. Retained mail will be:
  - 6.2.1. held in a secure area;
  - 6.2.2. delivered to the home address on the day after the Service ends or the written notice of cancellation date;
  - 6.2.3. collected by prior arrangement and within forty eight (48) hours after the Service ends or the written notice of cancellation date.
- 6.3. The Service may be cancelled in writing at any time but IOMPO will not be liable for any refund or credit in such a case.

### **7. Special Conditions**

- 7.1. If items are collected, they can only be collected by the addressee and identification will be required.
- 7.2. Delivery or collection of retained mail is not available on Manx public and bank holidays.
- 7.3. Any mail which arrives for an individual or business/company not named on the application form will continue to be delivered in the normal way.
- 7.4. Unless requested otherwise, mail addressed to 'the Occupier' will be delivered in the normal way.
- 7.5. Any change of address must be advised promptly to IOMPO in writing or by fax or email.

### **8. Limitations/exceptions**

- 8.1. Only letter mail is accepted for the Service.
- 8.2. Perishable, Recorded and Special Delivery items are exempt from the Service. Recorded items will be held for one (1) week, and Special Delivery items will be held for three (3) weeks before being returned to the sender.

### **9. Charges and Payment Terms**

- 9.1. The Charge for the Service is as set out in our Post Price Guide located in the related downloads area.
- 9.2. The Charge for the Service applies to the address and not the number of residents applying for the Service.