

Local Tracked Services Terms & Conditions

1. Description

- 1.1. This Service provides tracked delivery of letter and parcel mail within the Isle of Man with two key service variants:
 - 1.1.1. Local Tracked, which provides tracking events, a photograph on delivery, up to £20 compensation for loss or damage, and no-delivery time guarantee; and
 - 1.1.2. Local Tracked Plus, which provides tracking events, photograph and signature on delivery, up to £150 compensation for loss or damage, and guaranteed delivery on the next Delivery Day after posting.
- 1.2. Letter and parcel mail up to 30kgs may be sent by these Services.

2. Available to

Residential and Business Customers wishing to send letters and parcels, and urgent or valuable items through the post to Isle of Man addresses.

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. 'Click and Dispatch' means IOMPO's Business Customer online service, for submitting details of items for posting and obtaining labels and paperwork.
- 3.4. 'Collection Site' means either an IOMPO Delivery Office, or another specified location, which holds items securely on behalf of IOMPO.
- 3.5. 'Customer' means any legal person applying for the Service.
- 3.6. 'Delivery Day' means Monday to Saturday and does not include Isle of Man public or bank holidays, and any other exceptions as publicised by IOMPO from time to time.
- 3.7. 'IOMPO' means Isle of Man Post Office (a statutory board of Tynwald).
- 3.8. 'Online Postage' means IOMPO's Personal Customer online service, for submitting details of items for posting, obtaining labels and paperwork, and providing payment.
- 3.9. 'Personal Customer' means Customers who use the Service normally for convenience only.
- 3.10. 'Proof of Delivery' means evidence of the successful delivery of mail items where applicable, including either a photograph of the delivery, a signature of acceptance, and/or a tracking event including date, time and GPS coordinates of the delivery event.
- 3.11. 'Service' means the Local Tracked and Local Tracked Plus services.

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3.12. '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

3.13. 'We', 'Us' and 'Our' means the IOMPO.

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

Local Tracked services can be accessed by either:

- 5.1. Visiting a post office counter, completing the relevant paperwork and paying the relevant fee, and submitting the item for dispatch; or
- 5.2. Using the Click and Dispatch or Online Postage services to prepare an item for posting by selecting the required product, providing all the required information, and delivering the item to the IOMPO (either by delivering it to IOMPO, or by arranging a collection by IOMPO) for dispatch; or
- 5.3. Using IOMPO Business Solutions mail franking service (details available on request); or
- 5.4. Using a franking machine indicia in the usual way and delivering the item to the IOMPO (either by delivering it to an IOMPO branch, or by arranging a collection by IOMPO) for dispatch

6. Services and Duration

- 6.1. Proof of Delivery is available at www.iompost.com/trackandtrace and on request at any time within twelve (12) months after delivery.
- 6.2. In the case of Local Tracked Plus, if no-one is available to sign for an item, a 'Sorry we missed you...' card will be left and the item retained at the Collection Site as specified on the card. If not collected after three (3) weeks the item will be returned to the sender.

7. Special Conditions

- 7.1. Delivery is confirmed to the address and not necessarily the named addressee.
- 7.2. An item is considered lost if it has not been delivered fifteen working days after the anticipated delivery date.
- 7.3. IOMPO will not be responsible for any delay if:
 - 7.3.1. the item was not correctly or clearly addressed,
 - 7.3.2. the item is addressed to a business and the guaranteed delivery falls on a day the business is understood to be closed,

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- 7.3.3. any loss or delay was due to an omission by the sender or recipient,
- 7.3.4. delivery was attempted but no one was available to receive it,
- 7.3.5. the delay was due to alternative delivery arrangements which had been put in place by the recipient, including Private Boxes,
- 7.3.6. the item contained prohibited or undeclared restricted items,
- 7.3.7. accessing the address was extremely difficult or it put the health and safety of staff at risk,
- 7.3.8. caused by a failure or malfunction of a computer system as a result of computer viruses of any kind.

8. Limitations/exceptions

- 8.1. Maximum size = 610mm x 460mm x 460mm.
- 8.2. Maximum weight 30kg

9. Service levels

- 9.1. Local Tracked provides a delivery aim of 2-3 Delivery Days.
- 9.2. Local Tracked Plus provides a guaranteed delivery by 5.30pm on the Delivery Day after posting
- 9.3. Guaranteed delivery on Saturdays is available as standard where applicable and does not require any special indicia or additional payment

10. Charges

IOMPO charges can be found at www.iompost.com