

International Services

The world delivered with Parcelforce Worldwide through your local Post Office.

Our wide range of International parcel services include:

- Free collection for account customers
- Alternatively, you can go to one of our Post Offices
- Dedicated aircraft ensuring secure despatch same working day from the Island
- No fuel surcharges - the price you see is the price you pay
- No volumetric pricing - the weight is the basis of our pricing, not the size
- Maximum weight is 30kg and maximum size is 3m length/width combined. This may vary by destination.

globalexpress

Our fastest international time guaranteed service with delivery from 2 working days.

globalvalue

The economical international service for non-urgent items with delivery from 4 working days.

Services	Tracking online	Signature on delivery	Guaranteed delivery	Inclusive compensation
globalexpress	Yes	Yes	Yes*	£200
globalvalue	No	No	Yes*	£50

See pages 4-6 for rates.

Compensation rates for loss, damage or delay

Services	Max Inclusive Compensation	Additional Compensation Available	Max Total Cover	Refund if not delivered on or before the stated delivery day or later than the stated delivery time
express10	£200	£1.20 for the first additional £100 cover. £5.40 for every subsequent £100 cover.	£2,500	100%
express24	£100		£2,500	50%
express48	£50		£2,450	25%
globalexpress (4, 9a 12)	£200	£1.00 for the first additional £100 cover. £4.50 for every subsequent £100 cover.	£2,500	100%
globalvalue	£50		£450	N/A

Numbers in brackets refer to the relevant zone(s). * Guarantee definition: whole or proportionate refund of consignment charges in the event of late delivery in line with our terms and conditions. †

express10 and express24 services are subject to VAT at standard rate

express48 and globalvalue services are VAT exempt.

globalexpress services are Zero Rated for VAT.

BFPO/HM Forces

BFPO Parcels up to 30kg can be sent via the BFPO service. Items under 2kg can currently be sent free of charge (please check with our Customer Services Team that this is still the case before you send your item).

up to 4kg £6.95	up to 6kg £7.55	up to 8kg £8.60	up to 10kg £9.25	up to 30kg £10.80
--------------------	--------------------	--------------------	---------------------	----------------------

UK Services

Local and UK				
Weight (kg)	express48*	express24*	express10*	local*
4	£14.19	£22.28	£47.18	£7.54
6	£15.29	£23.59	£48.50	£7.54
8	£16.38	£24.90	£49.81	£7.54
10	£17.47	£26.21	£51.12	£7.54
12	£21.85	£31.46	£56.36	£12.79
14	£22.94	£32.76	£57.68	£12.79
20	£24.03	£34.07	£58.99	£12.79
21	£27.31	£38.01	£62.92	£12.79
22	£29.49	£40.62	£65.55	£12.79
23	£31.67	£43.26	£68.16	£12.79
24	£33.86	£45.88	£70.80	£12.79
25	£36.05	£48.50	£73.41	£12.79
26	£38.23	£51.12	£76.03	£12.79
27	£40.42	£53.75	£78.65	£12.79
28	£42.60	£56.36	£81.28	£12.79
29	£44.78	£59.00	£83.90	£12.79
30	£46.97	£61.61	£86.52	£12.79



Choose from one of our three delivery speeds:

express10 - for guaranteed* delivery next working day by 10am

express24 - for guaranteed* delivery next working day by close of business

express48 - for guaranteed* delivery within 2 working days by close of business

Saturday delivery is available for an extra £14.40†

All of our UK services include:

- Full tracking on iompost.com
- Signature on delivery
- Free collection for account customers
- Dedicated aircraft ensuring secure despatch same working day
- No fuel surcharges
- Up to £200 cover for loss or damage included in express10 service.
- Up to £100 for loss or damage included in express24 and up to £50 for express48

For items under 4kg, we recommend using our Special Delivery service.

Weight and size

Maximum weight is 30kg and maximum size is 1.5 metre length or a maximum combined length/width of 3 metres. Weight and size limits may vary by destination.

* Guarantee definition: whole or proportionate refund of consignment charges in the event of late delivery in line with our terms and conditions. † †These prices include VAT at the standard rate. ♦These prices are VAT exempt

Terms and Conditions

Isle of Man Post Office provides these services as an agent for ParcelForce Worldwide.

Prohibitions and restrictions can be found at iompost.com. For a full list of Terms and Conditions, please visit our website www.iompost.com. Isle of Man Post Office Customer Services will be pleased to assist you with any queries or additional information you may have regarding any of our products and services.

Compensation

Should you need to make a compensation claim for an item for loss, damage or delay of an item sent by Isle of Man Post Office, please complete all of the claim form. A form can be downloaded from our website, calling our Customer Services team on (01624) 664664 or calling into your local Post Office Counter. Once you have completed your form, you can send it to:

Isle of Man Post Office, Customer Services, Freepost 1167, Douglas, ISLE OF MAN, IM87 6DL

This form must be accompanied by the original Certificate of Posting (available free of charge at the time of posting) or the receipt for the specialised service offering higher levels of compensation. Written evidence of market value or cost of the lost or damaged contents will also be required.

Isle of Man Post Office will make any enquiries it deems necessary to satisfy the validity of a claim. All UK claims must be received within 30 days of despatch. International claims must be made within the following timescales: 15 days of despatch for globalexpress and 120 days of despatch for globalvalue and BFPO. Appeals against decisions on claim settlements must be made within 30 days of receipt of claim settlement letter, in writing, to the address shown on the claim settlement letter.

Collectable items, which have appreciated in value either due to their rarity or due to being out of production, are not excluded from cover, but the level of compensation for loss or damage is limited to the actual price paid for the collectable and shall not exceed the limit of compensation available from Isle of Man Post Office. Compensation may be payable subject to the customer providing satisfactory written or printed evidence.

Exclusions

Isle of Man Post Office will not provide compensation for loss or delay if:

- the claim is not made by the sender of the item.
- the correct postage was not paid.
- the item was not correctly or clearly addressed.
- the loss or delay was due to an omission by the sender or recipient.
- delivery was attempted but no-one was available to receive it.
- the delay was due to alternative delivery arrangements which had been put in place, including PO Boxes, or Post Restante.
- the item was held up in Customs for formal entry clearance.
- the item was sent by another carrier or Postal Operator.
- the item was forwarded from the stated delivery address by a third party or redirection service.
- the item contained prohibited or undeclared restricted items.
- accessing the address was extremely difficult or it put the health and safety of staff at risk.
- caused by a failure or malfunction of a computer system as a result of computer viruses of any kind.
- caused by industrial action by employees of a partner company.
- the item was addressed to a PO Box in a country which is not acceptable.

In addition to the circumstances already listed, the following goods are also excluded from compensation if sent by Parcelforce. (Compensation for loss but not damage/deterioration may be available for those marked **)

- Antiques (objects over 100 years old).
- Articles made wholly of gold, silver or other precious metals.
- Ceramics such as ornaments and decorative china, resin and porcelain**.
- Diamonds and other precious stones.
- Glassware**.
- Jewellery (except imitation).
- Money- current bank note, currency note or coins, uncrossed postal orders which do not state to whom they are to be paid, cheques or dividend warrants which are uncrossed and made payable to the bearer. Bearer securities, including share warrants, scrips or subscription certificates, bonds or relative coupons, un-cancelled revenue or postage stamps; airline tickets, coupons, vouchers, tokens, stamps or similar documents which can be exchanged by themselves or with any other document for money, goods or services, national insurance stamps or bankers drafts.
- Negotiable documents.

Perishable goods**

- Sim-cards
- Stamps
- Watches and Clocks, including watch movements and other parts.

Any items that by their inherent nature are particularly susceptible to damage are excluded from compensation in the event of damage on all services. This includes but is not limited to the below:

- Automotive vehicle parts and body work for example but not limited to doors, bumpers, headlights and other large body parts or panels
- Cakes of all types
- Cases (including suitcases and musical instrument cases) when used as external packaging
- Ceramics or composites wholly or partially made of china and/or porcelain
- Collectable toys and action figures, where the original packaging contributes to the item's value
- Computer monitors - including laptop screens, all-in-one desktops and iMacs
- Furniture - both flat packed and ready built e.g. tables, chairs, shelves, cupboards and similar items
- Lighting - fluorescent tubes, neon lighting, X-ray tubes, light bulbs etc. or any other inherently fragile lighting items
- Models, for example completed kit or scratch build models, dolls houses and architectural models
- Televisions - including CRT, LCD, LED and Plasma screens

Items made wholly or partially of the following materials or similar materials:

- Ceramics e.g. china and porcelain
- Composites e.g. concrete and fragranite
- Glass - items wholly or partially made from or containing glass, e.g. picture frames and clocks containing glass or crystal items. Damage to other items in the parcel caused by broken glass will not be covered
- Plaster items - including plaster of paris, fibre clay
- Resin items - including amorphite, amber and composites
- Rock, stone and mineral items - including granite, marble, fossils, geodes, gem stones, crystals or similar items
- Packaging (external) - e.g. if items are sent in a suitcase, musical instrument case or in the manufacturer or retailer's original packaging without adequate external packaging. Parcelforce Worldwide will not be liable for damage to the suitcase, musical instrument case or manufacturer or retailer's packaging.

Damaged Goods

The level of compensation is limited to the cost of repair or the actual price paid for the goods whichever is the lesser and shall not exceed the limit of compensation available from Isle of Man Post Office.

Force Majeure

Isle of Man Post Office shall not be liable for any breach of its obligations or for compensation or refund for loss or delay resulting from an Event of Force Majeure. Such events, which are outside Isle of Man Post Office's control include, but are not restricted to, adverse weather conditions, fire, flood, explosions, accidents, traffic congestion, mechanical breakdown, obstruction of any public or private highway, acts of terrorism, vandalism, government act, riot, war, act of God or industrial dispute. Isle of Man Post Office will endeavour to make its customers aware of an Event of Force Majeure, giving details of the circumstances and as much notice as possible together with a reasonable estimate of when it is likely to cease.

If an Event of Force Majeure continues for more than 30 days, then Isle of Man Post Office shall be entitled to terminate any agreements and shall not have any liability in respect of the termination caused by the Event.

Consequential loss

Isle of Man Post Office does not offer compensation for consequential loss on any of its services. Isle of Man Post Office is not liable for any loss of profits, business revenue, goodwill or anticipated savings whether direct, indirect, foreseeable or unforeseeable arising out of delay or failure in conveyance or delivery by either an employee of Isle of Man Post Office or one of its partners.

Price guide

Oayllys-

prios

Prices effective from 1st January 2021

Local, UK and International Parcels



iompost.com/parcels