

# Terms and Conditions

## for Private Boxes - effective 1st March 2016

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## Definitions

“**Customer**” means the legal person applying for the Service.

“**Delivery Office**” means our depot at which mail is processed for delivery to your Registered Address.

“**Registered Address**” means your permanent Isle of Man address or, where you are a company, address at which your company is registered or incorporated.

“**Service**” means the Private Box service to be provided by us to you.

“**you**” or “**your**” means the Customer.

“**we**” or “**us**” or “**our**” means Isle of Man Post Office.

## General

1. Private Boxes provide a method of receiving mail at your local Delivery Office, which you can collect at your convenience during our opening hours, or can be delivered to your address, as per your application.
2. Only letter mail can be accepted at a Private Box. Parcels cannot be accepted and if received addressed to Private Box, will be returned to sender as undeliverable.
3. Private Boxes are available to Isle of Man registered businesses and personal customers with a permanent Isle of Man address. For personal customers, only applications in a single name can be accepted.
4. To setup a Private Box, the Private Box application form must be completed in full and submitted along with the required documents and appropriate payment. An application will not be deemed to have been accepted by us until a letter of acceptance of the application has been issued to your Registered Address, containing the Private Box details.
5. Private Boxes are only available at the local Delivery Office from which mail is delivered to your Registered Address.
6. Private Boxes must not be used for any illegal or fraudulent purpose.

## Address

7. The Private Box address issued to you should follow the addressing guidelines available on [www.iompost.com](http://www.iompost.com). This address may be abbreviated to the following

The Company

PO Box XXX

Post Town

ISLE OF MAN

IM99 XXX

8. Should you on your Private Box application opt for an additional service,
  - a. In the case of opting for 'letters not bearing the Private Box number to be transferred to the Private Box'; we will endeavour to fulfil this requirement, however cannot be held responsible for any mail which is not directed to the Private Box, and any consequences experienced by you as a result of this.
  - b. In the case of 'mail addressed to the Private Box to be delivered to the registered address'; we will endeavour to fulfil this requirement, however cannot be held responsible for any mail which is not directed to the registered address, and any consequences experienced by you as a result of this.

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9. On our acceptance of your application you will be provided with a unique Private Box number (this number will be the next available in sequence for the respective Delivery Office), and a corresponding postcode. Both of these details must be used by senders in order for mail to be successfully delivered to your Private Box.
10. You must advise us in writing or email, in advance of any change to your address. We require notification at least 5 days prior to the change. Your Private Box details and arrangements are linked to your local Delivery Office address. If as a result your Delivery Office changes so must your Private Box arrangements and details. Private Box mail may be redirected for up to only three months to facilitate any change in your address.

## Charges and Term

11. Current charges for the Service can be found at [www.ionpost.com](http://www.ionpost.com). Charges are reviewed annually and any changes publicised giving detail and reasonable notice of the change.
12. The Service is available for a minimum initial term of twelve months.
13. Full payment for the initial twelve months is required when applying for a new Private Box, after which annual charges will be invoiced. Payment can be made by debit or credit card, personal cheque or by BACS transfer.
14. Any invoice for the Service is, subject to our Account Credit terms (a copy of which is available on request), payable within 28 days of the invoice date. Any invoice not settled within this period may result in the Private Box being closed without further notice and any mail already contained within, or subsequently received at the Private Box, returned to sender as undelivered.
15. You may cancel a Private Box providing us with one months' written notice of your requirement to do so; no refund is payable if the Service is cancelled within the initial twelve months, however a pro-rata rebate will be issued thereafter.

## Access and Identification

16. Mail will either be available for you to collect from your local Delivery Office or will be delivered to your address, as per your application. Should you wish to change how you receive your mail, please contact our Customer Services department. Delivery Office open hours and public holidays information can be found at [www.ionpost.com](http://www.ionpost.com)
17. On acceptance of your application for a Private Box you, or your delegate(s), will be issued with a Private Box Authority Card as proof of your identity. If your Private Box is located at Douglas Sorting Office, and you have opted to collect your mail, you will also be issued with two copies of a key to a designated secure locker at Douglas Sorting Office, from which you can collect mail at your convenience subject to our opening hours.
18. Access keys to Douglas Private Box lockers will issued by Special Delivery to your Registered Address, for which a signature will be required on delivery. By you or your representative signing to accept Private Box secure locker keys, you take full responsibility for the keys and controlling access to your Private Box contents. We accept no responsibility for any access gained to your Private Box secure locker and its contents, gained by using the keys issued to you.
19. For Private Boxes located in all Delivery Offices other than in Douglas your authority card must be presented whenever you or your representative wishes to collect your mail.
20. If you have opted to collect mail from your Private Box you must do so regularly, at least once per month. If your Private Box becomes full we will contact you to request you to collect its contents. However if you do not empty your Private Box for three consecutive months the Service may be cancelled, and all mail contained within your Private Box, and any other mail received subsequently, returned to sender as undelivered.

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21. It is your responsibility to check your Private Box regularly for Recorded Signed For or Special Delivery items.
22. Should you require a replacement authority card, please contact our Customer Services team on 664664 to obtain a replacement Authority Card form. You will be required to re-present either,
  - a. In the case of business users, your company registration certificate, certificate of incorporation and documentation to show your position with the company. If a delegate then a letter on company headed paper signed by a Director confirming your position with the Company.
  - b. In the case of personal users, your proof of identity.
23. Should you lose the keys to your secure locker, replacements may be obtained initially by contacting our Customer Services team on 664664 to obtain a Private Box replacement key form. A fee is payable to obtain replacement keys, and you will be required to present your Private Box authority card. Replacement keys are issued by Special Delivery to your Registered Address.

## Rights and Law

24. We reserve the right to
  - a. Refuse any application outright and without further explanation.
  - b. Withdraw the Service from you for any breach of our General or Private Box Terms and Conditions or at our sole discretion.
  - c. Withhold the contents of any Private Box without presentation by you or your representative of a valid Private Box authority card or access key.
  - d. On giving reasonable notice change Private Box numbers and corresponding postcodes from time to time.
  - e. On giving reasonable notice rearrange and/or reissue Private Box secure lockers from time to time.
  - f. Give the address (and title) of the Private Box holder to any enquirers and supply this information for inclusion in Royal Mail's Postcode Address File (PAF). Information on the PAF is used to produce a number of Address Management products that are available to the public.
25. By accepting these terms and conditions you agree that you will provide from time to time such information as we may deem necessary to ensure that we are able to comply with any and all legal and regulatory requirements regarding the Service.
26. The Private Box Service and Terms and Conditions shall be governed by and construed in accordance with Manx Law and the parties hereto agree to submit to the exclusive jurisdiction of the courts of the Isle of Man.