

## Terms and conditions

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### 1. Description

This Service allows Personal Customers to redirect their personal mail from their old address to their new address.

### 2. Available to

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

### 3. Definitions

- 3.1. 'Applicant' means all persons named on the application form as requiring the Services.
- 3.2. 'Business Customer' means any person or company using the Service to assist their business or for monetary gain.
- 3.3. 'Charges' means the charges for the use of the Service as set out in section 9 below.
- 3.4. 'Customer' means any legal person applying for the Service.
- 3.5. 'Delivery Office' means the delivery office local to the recipient of the mail item.
- 3.6. 'IOMPO' means the Isle of Man Post Office (a statutory board of Tynwald).
- 3.7. 'Maximum Period' means a total period of two (2) years from the date on which the Service begins.
- 3.8. 'Personal Customer' means Customers who use the Service normally for convenience only.
- 3.9. 'Private Box' means a box maintained by a Customer at a Delivery Office for receipt of their mail.
- 3.10. 'Redirect' means the Redirect Services.
- 3.11. 'Redirect Period' means [•].
- 3.12. 'Service(s)' means the Redirect Personal services.
- 3.13. '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)
- 3.14. 'We', 'Us' and 'Our' means the IOMPO.
- 3.15. '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

- 5.1. In order to receive the Service You must complete and deliver the required application form to the IOMPO.
- 5.2. A completed application form and appropriate Charge must be received at least one (1) week before the Service starts. If an existing Redirect is to be extended (up to the Maximum Period), the written request, together with the appropriate Charge, should be received by IOMPO one (1) week before the original Redirect expires.
- 5.3. The forwarding address on an existing Redirect may be amended by request in writing and payment of the appropriate administration Charges.
- 5.4. If personal and business mail is to be redirected from the same address, separate applications must be made for each, and the appropriate Charges paid.

- 5.5. Formal identification is required from the Customer applying for this Service and all Applicants aged sixteen (16) years or over should sign the relevant section of the application form. Identification in the form of one (1) original or certified copy document from each of the following categories is necessary for each Applicant:
  - 5.5.1. 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;
  - 5.5.2. 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.
- 5.6. Parents or Guardians signatures are required for any children aged under sixteen (16) years.
- 5.7. 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.
- 5.8. If the addressee is deceased, a certified copy of the death certificate must be included with the application form which must be signed by all personal representatives, executors or administrators, together with a certified copy of the authority.

### **6. Services and Duration**

- 6.1. The Service is available for a maximum of two (2) years (the 'Maximum Period').
- 6.2. Redirection from a Private Box is acceptable only if the Private Box is being closed and the Redirect is for a maximum of three (3) months.
- 6.3. The Service may be cancelled at any time on receipt of a written instruction signed by all Applicants on the original application. IOMPO will not be liable for any refund or credit Charges after the Service has started, but if the Service is cancelled before the start date, a refund may be given subject to the appropriate administration Charges. If no date for cancellation is specified, the Service will cease from the day of receipt by the IOMPO of the cancelling letter.

### **7. Special Conditions**

- 7.1. Any mail which arrives for an individual not named on the application form will continue to be delivered in the normal way.
- 7.2. Mail addressed to 'the Occupier' will be delivered in the normal way.
- 7.3. Mail is forwarded 'First class' or by Airmail to destinations abroad.
- 7.4. Special Delivery and Recorded items may be redirected to addresses within the Isle of Man, the UK and Channel Islands only; such items received for redirection to addresses elsewhere will be returned to the sender.
- 7.5. Delivery time guarantees do not apply for redirected items.
- 7.6. It is a serious criminal offence to redirect or attempt to redirect mail without the proper authority and IOMPO will refer any suspected unauthorised redirection to the appropriate authorities.

### 8. Limitations/exceptions

- 8.1. Only letter mail is accepted for Redirect.
- 8.2. The Redirect Service is not available for:
  - 8.2.1. customers who have the same initials and surname as someone remaining at the old address,
  - 8.2.2. customers who did not occupy, and own, lease or rent the premises at the old address,
  - 8.2.3. customers whose old address was temporary, e.g. an hotel, boarding house, club, lodgings, etc.,
  - 8.2.4. customers whose old address was a flat with a communal postal delivery point,
  - 8.2.5. items on which the sender indicates the mail is not to be redirected,
  - 8.2.6. items which may not be redirected by law, e.g. social security and benefits mail, ~ they will be returned to sender,
  - 8.2.7. items which have more than one addressee and only one addressee has applied for the Service ~ they will be delivered to the address unless all addressees have agreed in writing that one or a third party may receive them,
  - 8.2.8. items delivered to Your old address by other delivery and courier services,
  - 8.2.9. items to be transferred from one Private Box to another within the same delivery office,
  - 8.2.10. items to be delivered to or from a Poste Restante address,
  - 8.2.11. personal mail from a business address to a private address.

### 9. Charges and Payment Terms

The Charge for the Service is as set out at: [www.iompost.com](http://www.iompost.com)