

Terms and conditions

1. Description

- 1.1. This Service guarantees delivery of letter mail and small packages only.
- 1.2. Letter mail and small packages up to a maximum weight may be sent to destinations in the Isle of Man, U.K. (with some geographical limitations) and Channel Islands by this Service.

2. Available to

Personal Customers and Business Customers wishing to send urgent or valuable items through the post.

3. Definitions

- 3.1. 'Additional Insurance' means additional insurance that You can purchase from the IOMPO upon the terms set out in the Terms and Conditions.
- 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 10 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. 'Partners' means postal providers in different countries or areas who work with the IOMPO in the delivery of mail which originates in the Isle of Man.
- 3.8. 'Personal Customer' means Customers who use the Service normally for convenience only.
- 3.9. 'Service(s)' means the special delivery services.
- 3.10. '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
- 3.11. 'We', 'Us' and 'Our' means the IOMPO.
- 3.12. 'Working Days' means Monday to Friday and do not include public or bank holidays in the delivery area.
- 3.13. '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

Special Delivery 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 despatch; or
- 5.2. Obtaining the relevant paperwork (call Customer Services to obtain this) and submitting the parcel(s) to IOMPO (either by delivering it to an IOMPO branch, or by arranging a collection by IOMPO) for despatch; or
- 5.3. 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 despatch.

6. Services and Duration

- 6.1. Proof of Delivery is available on request and payment of the appropriate Charge at any time within twelve (12) months after delivery.
- 6.2. If no-one is available to sign for the item, a 'While You Were Out' card will be left and the item retained at the Delivery Office. If not collected after three (3) weeks it will be returned to the sender.

7. Special Conditions

- 7.1. This Service is available also to BFPO addresses, but for such destinations:
 - 7.1.1. there is no guaranteed time or date for delivery,
 - 7.1.2. no Proof of delivery is available,
 - 7.1.3. the maximum weight for items is 2kg.
- 7.2. Delivery is confirmed to the address and not necessarily the named addressee.
- 7.3. An item is considered lost if it has not been delivered two (2) weeks after the guaranteed/anticipated delivery date.
- 7.4. Additional Insurance is available on payment of the appropriate Charge.
- 7.5. IOMPO will not be responsible for any delay if:
 - 7.5.1. the item was not correctly or clearly addressed,
 - 7.5.2. the loss or delay was due to an omission by the sender or recipient,
 - 7.5.3. delivery was attempted but no one was available to receive it,
 - 7.5.4. the delay was due to alternative delivery arrangements which had been put in place, including Private Boxes, or Post Restante,
 - 7.5.5. the item was held up in Customs for formal entry clearance,
 - 7.5.6. the item was sent by another carrier or postal operator,
 - 7.5.7. the item was forwarded from the stated delivery address by a third party or redirection service,
 - 7.5.8. the item contained prohibited or undeclared restricted items,
 - 7.5.9. accessing the address was extremely difficult or it put the health and safety of staff at risk,
 - 7.5.10. caused by a failure or malfunction of a computer system as a result of computer viruses of any kind,
 - 7.5.11. caused by industrial action by employees of a Partner company.

8. Limitations/exceptions

- 8.1. Maximum size:
 - 8.1.1. for rectangular items, 610mm x 460mm x 460mm.
 - 8.1.2. for rolled items, length 900mm, and length and 2 x diameter must not exceed 1040mm.
- 8.2. Maximum weight:
 - 8.2.1. 2kg for 9.00am delivery.
 - 8.2.2. 20kg for 1.00pm delivery.

Special Delivery Services

9. Service Levels

- 9.1. Guaranteed delivery by 9.00am in the Isle of Man is only available to postcodes IM1 and IM99.
- 9.2. Guaranteed delivery on Saturdays can be provided at a separate Charge (ask at your post office or see www.iompost.com for details) up to a maximum weight limit of 2Kg per item.
- 9.3. The availability of guaranteed delivery to the following destinations is only as indicated:

Postcode	Area
Next working day by 1pm	
IV 2-20,29-39 GY2-8 PA20-27 PH 16,45-50 PO30-41 TR21-25	Inverness Guernsey (inc. Alderney) Paisley Perthshire Isle of Wight Isles of Scilly
Next working day by 5.30pm	
(Mainland Postcodes) AB30 - 56 IV21-28, 40, 52-54 KW 1-14 PA28-40 PH 15, 17-41 (Island Postcodes) HS1 KA27 KA28 KW15 KW16 PA41 PA42-49 PA60 PA77 ZE1	Aberdeen Inverness Orkney Argyll Perthshire Stornoway (Lewis) Arran Cumbrae Kirkwall Town Stromness Town only Gigha Islay Jura Tiree Lerwick (Shetlands)
Two working days by 5.30pm	
GY1 GY9 HS2 HS3 HS4 HS5 HS6 HS7 HS8 HS9 IV41-51,55,56 PA61 PA62-75 PA76 PA78 ZE2-3	Herm Sark Lewis Harris Scalpay Leverburgh North Uist Benbecula South Uist Castlebay (Barra) Skye Colonsay Mull Iona Coll Shetlands

Special Delivery Services

Postcode	Area
Three working days by 5.30pm	
KW16-17 PH42 PH43 PH44	Orkney Eigg, Muck Rum Canna

9.4. Delivery is guaranteed by 9.00am or 1.00pm next working day (with some geographical limitations).

10. Charges and Payment Terms

IOMPO charges can be found at www.iompost.com