

Terms and conditions

1. Description

- 1.1. This Service guarantees delivery of letter mail and small parcels (up to 20Kg) only - either on the next delivery day (Monday to Saturday), or on the next delivery day two-days after posting – depending upon the service variant purchased.
- 1.2. Letter mail and small parcels 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.
- 1.3. Available options include Next Day or Two Day, for delivery on Monday to Saturday (as standard), increased insurance and (in the case of Next Day) by 9am or 1pm.

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. 'Click and Dispatch' means IOMPO's online service for submitting details of items for posting and obtaining labels and paperwork.
- 3.5. Customer' means any legal person applying for the Service.
- 3.6. 'Delivery Office' means the delivery office local to the recipient of the mail item.
- 3.7. Delivery Day means Monday to Saturday and does not include public or bank holidays in the delivery area.
- 3.8. 'IOMPO' means the Isle of Man Post Office (a statutory board of Tynwald).
- 3.9. '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.
- 3.10. 'Personal Customer' means Customers who use the Service normally for convenience only.
- 3.11. 'Service(s)' means the special delivery services.
- 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

Special Delivery can be accessed by either:

- 5.1. In respect of two-day Special delivery
 - 5.1.1. Visiting a post office counter, completing the relevant paperwork and paying the relevant fee, and submitting the item for despatch; or
 - 5.1.2. Using IOMPO's Click and Dispatch service to prepare an item for posting selecting the two-day Special Delivery product, and delivering the item to the IOMPO (either by delivering it to an IOMPO branch, or by arranging a collection by IOMPO) for despatch; or
 - 5.1.3. Using IOMPO Business Solutions mail franking service (details available on request); or
 - 5.1.4. 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 despatch; or

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5.2. In respect of Next Day Special Delivery

- 5.2.1. Using IOMPO's Click and Dispatch service to prepare an item for posting, and delivering the item to the IOMPO (either by delivering it to an IOMPO branch, or by arranging a collection by IOMPO) for despatch; or
- 5.2.2. Visiting Post Office Headquarters, completing the relevant paperwork and paying the relevant fee, and submitting the item 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 the item 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 may be 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 by the recipient, including Private Boxes, or Post Restante,
 - 7.5.5. the item was sent by another carrier or postal operator,
 - 7.5.6. the item was forwarded from the stated delivery address by a third party or redirection service,
 - 7.5.7. the item contained prohibited or undeclared restricted items,
 - 7.5.8. accessing the address was extremely difficult or it put the health and safety of staff at risk,
 - 7.5.9. caused by a failure or malfunction of a computer system as a result of computer viruses of any kind,
 - 7.5.10. caused by industrial action by employees of a Partner company.

8. Limitations/exceptions

- 8.1. Maximum size = 610mm x 460mm x 460mm.
- 8.2. Maximum weight:
 - 8.2.1. 2kg for 9.00am delivery.
 - 8.2.2. 20kg for Next Day and Two Day delivery

9. Service Levels

- 9.1. Guaranteed delivery by 9.00am is only available
 - 9.1.1. To the UK using the Next Day service
 - 9.1.2. In the Isle of Man to postcodes IM1 and IM99.
- 9.2. Guaranteed delivery on Saturdays is available as standard where applicable and does not require any special indicia or additional payment
- 9.3. Delivery is guaranteed by 9.00am or 1.00pm, Monday to Saturday using the next Day service (with some geographical limitations).

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9.4. The availability of guaranteed delivery to the following destinations is only as indicated:

	Next Day	Two Day
AB30 - 39, 41 - 45, 51 - 56	by 5.30pm the next Delivery Day day	by 5.30pm two Delivery Days after posting
HS1, 3 - 9		
IV21 - 28, 40 - 49, 51 - 56		
KA27, 28		
KW1 - 3, 5 - 15		
KW16 Stromness Town only		
PA20 (0&9)		
PA28 - 38, 41 - 49, 76, 77		
PH15, 17 - 26, 31 - 40, 49, 50		
ZE1		
HS2	by 5.30pm within two Delivery Days	by 5.30pm within three Delivery Days
JE		
PA60 - 75, 78		
ZE2, 3		
KW16 - non Town	by 5.30pm within three Delivery Days	by 5.30pm within four Delivery Days
KW17		
PH30, 41 - 44		

10. Charges and Payment Terms

IOMPO charges can be found at www.iompost.com