

Terms and conditions

1. Description

This Service allows Customers to confirm the arrival of letter mail and small packages.

2. Available to

Business Customers and Personal Customers to Agreed Destinations only.

3. Definitions

- 3.1. 'Agreed Destinations' means Isle of Man, United Kingdom, Channel Islands and BFPO numbered addresses.
- 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. 'Personal Customer' means Customers who use the Service normally for convenience only.
- 3.8. 'Service(s)' means the Signed For service.
- 3.9. '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.
- 3.10. 'We', 'Us' and 'Our' means the IOMPO.
- 3.11. 'Working Days' means Monday to Friday excluding bank holidays in the delivery destination.
- 3.12. '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

The Signed For service 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. By using a franking machine indicia in the usual way and delivery of the parcel to the IOMPO (either by delivering it to an IOMPO branch or by arranging a collection by IOMPO).

6. Services and Duration

- 6.1. Delivery is confirmed to the address and not necessarily the named addressee.
- 6.2. If no-one is available to sign for an item a card or its equivalent will be left and the item retained at the Delivery Office. If the item is not collected by the addressee within seven (7) Working Days the item will be returned to sender. Alternatively if the addressee has provided their agreement to the IOMPO to act as its agent the post person will sign for delivery prior to delivering the item to the address.
- 6.3. Proof of Delivery is available on request and payment of the appropriate Charge provided such request and payment is made within twelve (12) months of posting.
- 6.4. Using the Service does not guarantee receipt of the item by the addressee personally.

7. Limitations/exceptions

- 7.1. Signed For items may be sent only to Agreed Destinations.
- 7.2. Maximum weight for items to be sent to BFPO numbered addresses is 2KG.

8. Service Levels

There is no guaranteed delivery time, and delivery will be on delivery days (Monday to Saturday) only.

9. Charges and Payment Terms

The Charges applicable to this Service are set out at: www.iompost.com