



Isle of Man
Post Office

Oik Postagh Eilán Yammín

Parcelforce

iompost.com

Price guide

Local, UK and
International Parcels

UK Services

		These prices include VAT at the standard rate		These prices include VAT at the standard rate		These prices include VAT at the standard rate		These prices include VAT at the standard rate	
Weight									
4	£13.25	£20.80	£28.14	£44.05	£55.07	£67.8	£78	£91.79	£111.48
6	£14.27	£22.02	£29.36	£45.28	£56.29	£67.8	£78	£91.79	£111.48
8	£15.29	£23.22	£30.59	£46.50	£57.52	£67.8	£78	£91.79	£111.48
10	£16.31	£24.47	£31.81	£47.72	£58.74	£67.8	£78	£91.79	£111.48
12	£20.39	£29.36	£36.71	£52.62	£63.64	£67.8	£78	£91.79	£111.48
14	£21.41	£30.59	£37.93	£53.84	£64.86	£67.8	£78	£91.79	£111.48
20	£22.43	£31.81	£39.16	£55.07	£66.08	£67.8	£78	£91.79	£111.48
21	£25.49	£35.48	£42.83	£58.74	£69.76	£67.8	£78	£91.79	£111.48
22	£27.53	£37.93	£45.28	£61.19	£72.02	£67.8	£78	£91.79	£111.48
23	£29.57	£40.38	£47.72	£63.64	£74.65	£67.8	£78	£91.79	£111.48
24	£31.61	£42.83	£50.17	£66.08	£77.10	£67.8	£78	£91.79	£111.48
25	£33.65	£45.28	£52.62	£68.53	£79.55	£67.8	£78	£91.79	£111.48
26	£35.69	£47.72	£55.07	£70.98	£82.00	£67.8	£78	£91.79	£111.48
27	£37.73	£50.17	£57.52	£73.43	£84.44	£67.8	£78	£91.79	£111.48
28	£39.77	£52.62	£59.96	£75.88	£86.89	£67.8	£78	£91.79	£111.48
29	£41.81	£55.07	£62.41	£78.32	£89.34	£67.8	£78	£91.79	£111.48
30	£43.85	£57.52	£64.86	£80.77	£91.79	£67.8	£78	£91.79	£111.48

Choose from one of our five delivery speeds:

- express9** - for guaranteed* delivery next working day by 9am
- express10** - for guaranteed* delivery next working day by 10am
- expressAM** - for guaranteed* delivery next working day by 12noon
- express24** - for guaranteed* delivery next working day by close of business
- express48** - for guaranteed* delivery within 2 working days by close of business

All of our UK services include:

- Full tracking on iompost.com
- Signature on delivery
- Free collection for account customers
- Dedicated aircraft ensuring secure despatch same working day
- No fuel surcharges
- Up to £200 cover for loss or damage included in express9, 10 and AM services
- Up to £100 cover for loss or damage included in express24 and express48
- Saturday delivery is available for an extra £14.40†

For items under 2kg, we recommend using our Special Delivery service

* Guarantee definition: whole or proportionate refund of consignment charges in the event of late delivery in line with our terms and conditions.

† Price includes VAT at the standard rate

Weight and size

Maximum weight is 30kg and maximum size is 1.5 metre length or a maximum combined length/girth of 3 metres. Weight and size limits may vary by destination.

International Services

The world delivered with Parcelforce Worldwide through your local Post Office.

Our wide range of International parcel services include:

- Free collection for account customers
- Alternatively, you can go to one of our 26 Post Offices
- Dedicated aircraft ensuring secure despatch same working day from the Island
- No fuel surcharges - the price you see is the price you pay
- No volumetric pricing - the weight is the basis of our pricing, not the size

globalexpress

Our fastest international time guaranteed service. Delivery made by FedEx from 2 working days to the USA, Canada and Europe.

globalpriority

The perfect balance of speed and price, with guaranteed delivery from 3 working days to Europe.

globalvalue

The economical international service for non-urgent items with delivery from 4 working days.

globaleconomy

A basic export service where price is the determining factor. Not available to European destinations. Delivery speeds generally from a minimum 28 working days.

Services	Tracking online	Signature on delivery	Guaranteed delivery	Inclusive compensation
globalexpress	Yes	Yes	Yes**	£200
globalpriority	Yes*	Yes*	Yes***	£100
globalvalue	No	No	Yes**	£100
globaleconomy	No	No	Yes**	£0

* dependant on Country. Please ask at time of sending

** Guarantee definition: whole or proportionate refund of consignment charges in the event of late delivery in line with our terms and conditions

*** delivery to Europe only

Weight and size

Maximum weight is 30kg and maximum size is 3m length/girth combined. Weight and size limits may vary by destination.

BFPO/HM Forces

BFPO Parcels up to 30kg can be sent via the BFPO service. Items under 2kg can currently be sent free of charge (please check that this is still the case before you send your item)

up to 4kg £6.95 up to 6kg £7.55 up to 8kg £8.60 up to 10kg £9.25 up to 30kg £10.80

Terms and Conditions

Prohibitions and restrictions can be found at iompost.com or in the Postcode directory. For a full list of Terms and Conditions, please visit our website iompost.com Isle of Man Post Office Customer Services will be pleased to assist you with any queries or additional information you may have regarding any of our products and services.

Compensation

Should you need to make a compensation claim for an item for loss, damage or delay of an item sent by Isle of Man Post Office, please complete all of the claim form. A form can be downloaded from our website, calling our Customer Services team on 01624 664664 or calling into your local Post Office Counter. Once you have completed your form, you can send it to:

Isle of Man Post Office, Customer Services, Freeport 11.67, Douglas, ISLE OF MAN, IM87 6DL

This form must be accompanied by the original Certificate of Posting (available free of charge at the time of posting) or the receipt for the specialised service offering higher levels of compensation. Written evidence of market value or cost of the lost or damaged contents will also be required.

Isle of Man Post Office will make any enquiries it deems necessary to verify the validity of a claim. All UK claims must be received within 30 days of despatch. International claims must be made within the following timeframes: 15 days of despatch for globalexpress, 30 days of despatch for globalpriority, and 120 days of despatch for globalvalue and BFPO. Appeals against decisions on claim settlements must be made within 30 days of receipt of claim settlement letter in writing to the address shown on the claim settlement letter.

Collectable items, which have appreciated in value either due to their rarity or due to being out of production, are not excluded from cover. But the level of compensation for loss or damage is limited to the actual price paid for the collectable and shall not exceed the limit of compensation available from Isle of Man Post Office. Compensation may be payable subject to the customer providing satisfactory written or printed evidence.

Exclusions

- Isle of Man Post Office will not provide compensation for loss or delay if:
 - the claim is not made by the sender of the item
 - the correct postage was not paid
 - the item was not correctly or clearly addressed
 - the loss or delay was due to an omission by the sender or recipient
 - delivery was attempted but no-one was available to receive it
 - the delay was due to alternative delivery arrangements which had been put in place, including PO Boxes, or Post Restarts
 - the item was held up in Customs for formal entry clearance
 - the item was sent by another carrier or Postal Operator
 - the item was forwarded from the stated delivery address by a third party or redirection service
 - the item contained prohibited or undeclared restricted items
 - accessing the address was extremely difficult or it put the health and safety of staff at risk
 - caused by a failure or malfunction of a computer system as a result of
 - caused by a failure of any link
 - caused by industrial action by employees of a partner company
 - the item was addressed to a PO Box in a country which is not acceptable

In addition to the circumstances already listed, the following goods are also excluded from compensation if sent by Parcelforce. (Compensation for loss but not damage/deterioration may be available for those marked **)

- Antiques (objects over 100 years old)
- Articles made wholly of gold, silver or other precious metals
- Ceramics such as ornaments and decorative china, resin and porcelain **
- Diamonds and other precious stones
- Drugs
- Gleiswaine **
- Hazardous or dangerous goods
- Indecent or Obscene Articles
- Jewellery (except, emblems)
- Money - current bank note, currency note or coin, uncrossed postal orders when do not state to whom they are to be paid, cheques or dividend warrants
- Perishable goods
- Perishable goods **
- Real Fur
- Stamps
- Watches

Damaged Goods

The level of compensation is limited to the cost of repair or the actual price paid for the goods whichever is the lesser and shall not exceed the limit of compensation available from Isle of Man Post Office.

Force Majeure

Isle of Man Post Office shall not be liable for any breach of its obligations or for compensation or refund for loss or delay resulting from an Event of Force Majeure. Such events, which are outside Isle of Man Post Office's control include, but are not restricted to: adverse weather conditions, fire, flood, explosions, accidents, traffic congestion, mechanical breakdown, obstruction of any public or private highway, acts of terrorism, vandalism, government act, riot, war, act of God or industrial dispute.

Isle of Man Post Office will endeavour to make its customers aware of an Event of Force Majeure, giving details of the circumstances and as much notice as possible together with a reasonable estimate of when it is likely to cease. If an Event of Force Majeure continues for more than 30 days, then Isle of Man Post Office shall be entitled to terminate any agreements and shall not have any liability in respect of the termination caused by the Event.

Consequential loss

Isle of Man Post Office does not offer compensation for consequential loss on any of its services. Isle of Man Post Office is not liable for any loss of profits, business revenue, goodwill or anticipated savings whether direct, indirect, foreseeable or unforeseeable arising out of delay or failure in conveyance or delivery by either an employee of Isle of Man Post Office or one of its partners.

For further information please contact:

Isle of Man Post Office
Customer Services Department
Postal Headquarters
Douglas
ISLE OF MAN
IM2 1AA

Tel: +44 (0)1624 664664

Fax: +44 (0)1624 698464

Email: customer.services@iompost.com

All information and prices correct at time of going to press.

January 2011

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Isle of Man Post Office - International Parcel Rates

2011/12

Zone 4				Zone 5				Zone 6				Zone 7				Zone 8				Zone 9				Zone 9A				Zone 10				Zone 11				Zone 12											
Channel Islands				Ireland (Republic of)				Belgium, Netherlands, Luxembourg				France, Germany, Denmark				Italy, Spain, Portugal, Greece				Rest of Europe (EU Countries)				Rest of Europe (Non EU Countries)				USA & Canada				Far East & Australasia				Rest of the World											
globalexpress				globalexpress				globalexpress				globalexpress				globalexpress				globalexpress				globalexpress				globalexpress				globalexpress				globalexpress											
globalpriority				globalpriority				globalpriority				globalpriority				globalpriority				globalpriority				globalpriority				globalvalue				globalvalue				globalvalue											
globalvalue				globalvalue				globalvalue				globalvalue				globalvalue				globalvalue				globalvalue				globaleconomy				globaleconomy				globaleconomy											
Weight (kg)				Weight (kg)		These prices include VAT at the standard rate	These prices include VAT at the standard rate	Weight (kg)		These prices include VAT at the standard rate	These prices include VAT at the standard rate	Weight (kg)		These prices include VAT at the standard rate	These prices include VAT at the standard rate	Weight (kg)		These prices include VAT at the standard rate	These prices include VAT at the standard rate	Weight (kg)		These prices include VAT at the standard rate	These prices include VAT at the standard rate	Weight (kg)		These prices include VAT at the standard rate	These prices include VAT at the standard rate	Weight (kg)		These prices include VAT at the standard rate	These prices include VAT at the standard rate	Weight (kg)		These prices include VAT at the standard rate	These prices include VAT at the standard rate	Weight (kg)		These prices include VAT at the standard rate	These prices include VAT at the standard rate	Weight (kg)		These prices include VAT at the standard rate	These prices include VAT at the standard rate				
0.5	£9.17	£33.34	£46.30	0.5	£10.39	£41.24	£49.44	0.5	£21.41	£37.44	£45.40	0.5	£22.43	£39.89	£46.62	0.5	£24.47	£43.68	£50.42	0.5	£25.49	£49.44	£54.33	0.5	£25.49	£41.20	£45.28	0.5	£22.63	£26.51	£48.24	0.5	£28.55	£32.63	£57.11	0.5	£28.35	£33.65	£65.17								
1	£10.19	£34.16	£48.34	1	£12.74	£42.46	£51.89	1	£23.45	£39.28	£49.07	1	£24.47	£42.46	£50.05	1	£28.55	£52.50	£58.98	1	£28.55	£43.75	£49.15	1	£26.72	£31.61	£52.21	1	£33.14	£38.75	£62.31	1	£33.65	£40.28	£72.92												
1.5	£11.21	£34.98	£50.38	1.5	£15.09	£43.68	£54.33	1.5	£25.49	£41.11	£52.74	1.5	£26.51	£45.03	£53.48	1.5	£31.61	£55.56	£63.64	1.5	£31.61	£46.30	£53.03	1.5	£30.80	£36.71	£56.19	1.5	£37.73	£44.87	£67.51	1.5	£38.96	£46.91	£64.15	1.5	£38.96	£46.91	£64.15	1.5	£42.32	£50.99	£72.72	1.5	£44.26	£53.54	£88.42
2	£12.23	£35.79	£52.42	2	£17.43	£44.91	£56.78	2	£27.53	£42.95	£56.41	2	£28.55	£47.60	£56.90	2	£34.67	£58.62	£68.29	2	£34.67	£48.85	£56.91	2	£34.88	£41.81	£60.17	2	£42.32	£50.99	£72.72	2	£46.91	£57.11	£77.92	2	£49.56	£60.17	£96.18								
2.5	£13.25	£36.61	£54.46	2.5	£19.78	£46.13	£59.23	2.5	£29.57	£44.79	£60.09	2.5	£30.59	£50.17	£60.33	2.5	£37.73	£61.68	£72.94	2.5	£37.73	£51.40	£60.78	2.5	£38.96	£46.91	£64.15	2.5	£46.91	£57.11	£77.92	2.5	£49.56	£60.17	£96.18												
3	£13.76	£37.12	£56.29	3	£21.41	£47.85	£61.92	3	£31.10	£46.74	£62.29	3	£32.12	£52.25	£63.15	3	£39.36	£64.25	£77.34	3	£39.36	£53.54	£64.45	3	£42.63	£51.50	£67.51	3	£51.09	£62.21	£82.61	3	£54.46	£66.29	£103.01												
3.5	£14.27	£37.63	£58.13	3.5	£23.04	£49.56	£64.61	3.5	£32.63	£48.70	£64.49	3.5	£33.65	£54.33	£65.96	3.5	£40.99	£66.82	£81.75	3.5	£40.99	£55.68	£68.13	3.5	£46.30	£56.09	£70.88	3.5	£55.27	£67.31	£87.30	3.5	£59.36	£72.41	£91.99	3.5	£59.36	£72.41	£91.99								
4	£14.78	£38.14	£59.97	4	£24.67	£51.27	£67.31	4	£34.16	£50.66	£66.70	4	£35.18	£56.41	£68.78	4	£42.63	£69.39	£86.16	4	£42.63	£57.82	£71.80	4	£49.97	£60.68	£74.25	4	£59.46	£72.41	£91.99	4	£64.25	£78.53	£116.68												
4.5	£15.29	£38.65	£61.80	4.5	£26.31	£52.99	£70.00	4.5	£35.69	£52.62	£68.90	4.5	£36.71	£58.49	£71.59	4.5	£44.26	£71.96	£90.56	4.5	£44.26	£59.97	£75.47	4.5	£53.64	£65.27	£77.61	4.5	£63.64	£77.51	£96.69	4.5	£69.15	£84.65	£123.51												
5	£15.80	£39.16	£63.64	5	£27.94	£54.70	£72.69	5	£37.22	£54.58	£71.10	5	£38.24	£60.58	£74.41	5	£45.89	£74.53	£94.97	5	£45.89	£62.11	£79.14	5	£57.32	£69.86	£80.98	5	£67.82	£82.61	£101.38	5	£74.04	£90.77	£130.35												
5.5	£16.11	£39.36	£65.88	5.5	£28.96	£55.92	£74.28	5.5	£37.83	£55.80	£72.94	5.5	£39.06	£62.04	£76.98	5.5	£47.42	£76.00	£98.89	5.5	£47.42	£63.33	£82.41	5.5	£59.36	£72.41	£84.45	5.5	£70.47	£85.67	£105.25	5.5	£78.12	£95.87	£135.75												
6	£16.41	£39.57	£68.13	6	£29.98	£57.15	£75.88	6	£38.44	£57.03	£74.77	6	£39.87	£63.51	£79.55	6	£48.95	£77.47	£102.80	6	£48.95	£64.56	£85.67	6	£61.40	£74.96	£87.91	6	£73.12	£88.73	£109.13	6	£82.20	£100.97	£141.16												
6.5	£16.72	£39.77	£70.37	6.5	£31.00	£58.37	£77.47	6.5	£39.06	£58.25	£76.61	6.5	£40.69	£64.98	£82.12	6.5	£50.48	£78.94	£106.72	6.5	£50.48	£65.78	£88.93	6.5	£63.44	£77.51	£91.38	6.5	£75.78	£91.79	£113.01	6.5	£86.28	£106.07	£146.56												
7	£17.02	£39.97	£72.61	7	£32.02	£59.60	£79.06	7	£39.67	£59.47	£78.45	7	£41.50	£66.45	£84.69	7	£42.73	£72.57	£92.15	7	£52.01	£80.40	£110.64	7	£52.01	£67.00	£92.20	7	£65.48	£80.06	£94.85	7	£78.43	£94.85	£116.88	7	£90.36	£111.17	£151.97								
7.5	£17.33	£40.18	£74.86	7.5	£33.04	£60.82	£80.65	7.5	£40.28	£60.70	£80.28	7.5	£42.32	£67.92	£87.26	7.5	£53.54	£81.87	£114.55	7.5	£53.54	£68.23	£95.46	7.5	£67.52	£82.61	£98.32	7.5	£81.08	£97.91	£120.76	7.5	£94.44	£116.27	£157.38												
8	£17.64	£40.38	£77.10	8	£34.06	£62.04	£82.24	8	£40.89	£61.92	£82.12	8	£43.14	£69.39	£89.83	8	£44.97	£76.00	£98.52	8	£55.07	£83.34	£118.47	8	£69.56	£85.16	£101.79	8	£83.73	£100.97	£124.63	8	£98.52	£121.37	£162.78												
8.5	£17.94	£40.59	£79.35	8.5	£35.08	£63.27	£83.83	8.5	£41.50	£63.15	£83.95	8.5	£43.95	£70.86	£92.40	8.5	£46.09	£77.71	£101.70	8.5	£56.60	£84.81	£122.39	8.5	£71.60	£87.71	£105.25	8.5	£86.38	£104.03	£128.51	8.5	£102.60	£126.47	£168.19												
9	£18.25	£40.79	£81.59	9	£36.10	£64.49	£85.42	9	£42.12	£64.37	£85.79	9	£44.77	£72.33	£94.97	9	£47.22	£79.43	£104.88	9	£58.13	£86.28	£126.30	9	£73.64	£90.26	£108.72	9	£89.04	£107.09	£132.39	9	£106.68	£131.57	£173.59												
9.5	£18.55	£40.99	£83.83	9.5	£37.12	£65.72	£87.01	9.5	£42.73	£65.59	£87.63	9.5	£45.58	£73.79	£97.54	9.5	£48.34	£81.14	£108.07	9.5	£59.66	£87.75	£130.22	9.5	£75.68	£92.81	£112.19	9.5	£91.69	£110.15	£136.26	9.5	£110.76	£136.67	£179.00												
10	£18.86	£41.20	£86.08	10	£38.14	£66.94	£88.61	10	£43.34	£66.82	£89.46	10	£46.40	£75.26	£100.11	10	£49.46	£82.85	£111.25	10	£61.19	£89.22	£134.14	10	£77.72	£95.36	£115.66	10	£94.34	£113.21	£140.14	10	£114.84	£141.77	£184.41												
10.5	£19.17	£41.40	£87.81	10.5	£38.75	£68.04	£90.81	10.5	£43.85	£67.92	£91.42	10.5	£46.76	£76.49	£102.19	10.5	£49.87	£84.44	£114.06	10.5	£62.31	£90.44	£137.44	10.5	£79.76	£97.40	£118.41	10.5	£96.89	£115.76	£144.22	10.5	£118.11	£145.85	£190.12												
11	£19.47	£41.61	£89.55	11	£39.36	£69.14	£93.01	11	£44.36	£69.02	£93.38	11	£47.11	£77.71	£104.27	11	£50.28	£86.03	£116.88	11	£63.43	£91.67	£140.75	11	£81.80	£99.44	£121.17	11	£99.44	£118.31	£148.30	11	£121.37	£149.93	£195.83												
11.5	£19.78	£41.81	£91.28	11.5	£39.97	£70.25	£95.21	11.5	£44.87	£70.12	£95.34	11.5	£47.47	£78.94	£106.35	11.5	£50.68	£87.63	£119.69	11.5	£64.56	£92.89	£144.05	11.5	£83.84	£101.48	£123.92	11.5	£101.99	£120.86	£152.38	11.5	£124.64	£154.01	£201.54												
12	£20.08	£42.01	£93.01	12	£40.59	£71.35	£97.42	12	£45.38	£71.22	£97.30	12	£47.83	£80.16	£108.43	12	£51.09	£89.22	£122.51	12	£65.68	£94.11	£147.36	12	£85.88	£103.52	£126.67	12	£104.54	£123.41	£156.46	12	£127.90	£158.09	£207.25												
12.5	£20.39	£42.22	£94.75	12.5	£41.20	£72.45	£99.62	12.5	£45.89	£72.33	£99.25	12.5	£48.18	£81.38	£110.51	12.5	£51.50	£90.81	£125.33	12.5	£66.80	£95.34	£150.66	12.5	£87.92	£105.56	£129.43	12.5	£107.09	£125.96	£160.54	12.5	£131.16	£162.17	£212.97												
13	£20.70	£42.42	£96.48	13	£41.81	£73.55	£101.82	13	£46.40	£73.43	£101.21	13	£48.54	£82.61	£112.60	13	£51.91	£92.40	£128.14	13	£67.92	£96.56	£153.97	13	£89.96	£107.60	£132.18	13	£109.64	£128.51	£164.62	13	£134.43	£166.25	£218.68												
13.5	£21.00	£42.63	£98.22	13.5	£42.42	£74.65	£104.03	13.5	£46.91	£74.53	£103.17	13.5	£48.90	£83.83	£114.68	13.5	£52.32	£93.99	£130.96	13.5	£69.04	£81.49	£131.06	13.5	£92.00	£109.64	£134.94	13.5	£112.19	£131.06	£168.70	13.5	£137.69	£170.33	£224.39												
14	£21.31	£42.83	£99.95	14	£43.03	£74.75	£106.23	14	£47.42	£75.63	£105.13	14	£49.26	£85.06	£116.76	14	£52.72	£95.58	£133.77	14	£70.17	£82.51	£133.81	14	£94.04	£111.68	£137.69	14	£114.74	£133.61	£172.78	14	£140.96	£174.41	£230.10												
14.5	£21.61	£43.03	£101.68	14.5	£43.65	£76.85	£108.43	14.5																																							