

COMPENSATION

TERMS AND CONDITIONS

To make a compensation claim for loss, damage or delay of an item sent by Isle of Man Post Office, a claim form, which is available from any of our counters, from Customer Services (telephone 01624 664664) or from our website at iompost.com, must be completed and forwarded to Isle of Man Post Office, Customer Services, FREEPOST, 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 ie Special Delivery. Written evidence of market value or cost of the lost or damaged contents may also be required.

Isle of Man Post Office may make any enquiries it deems necessary to satisfy the validity of a claim which must be received by Isle of Man Post Office within the following time periods from the date of posting:

Royal Mail

Letters/Packets, Special Delivery, Recorded Delivery –12 months

Special Delivery Delays –3 months

International Signed For & Airsure –6 months

Parcelforce

All UK services – 30 days

Global Express – 15 days

Global Priority - 30 days

Global Value & BFPO – 120 days

Type of service	Lost i.e. if it is confirmed that the item has not been delivered, and the original proof of posting is provided, compensation is available:	Damaged i.e. If the damage has been confirmed and packaging was sufficient in accordance with our published guidelines, compensation is payable:	Delayed i.e. If it is confirmed that the item was not delivered by the guaranteed time, and the delay has been caused by Isle of Man Post Office or contracted partners:
Letters/Packets (Isle of Man, UK and Channel Islands)	Up to the value of £38 (UK and Channel Islands) or £37 (IOM)	Up to the value of £38 (UK and Channel Islands) or £37 (IOM)	No compensation is payable.
Special Delivery (Isle of Man, UK and Channel Islands)	Up to £2,500 + postage cost, depending on insurance level purchased and contents	Up to £2,500 depending on insurance level purchased	The postage cost may be refunded
Recorded Delivery (Isle of Man, UK and Channel Islands)	Up to the value of £38 (UK and Channel Islands) or £37 (IOM)	Up to the value of £38 (UK and Channel Islands) or £37 (IOM)	No compensation is payable.
International standard letters/packets	No compensation is payable.	No compensation is payable.	No compensation is payable.
International Signed For and Airsure (letters/packets) Subject to variation from country to country	Up to £500 + postage cost. If no enhanced insurance was purchased, maximum compensation payable is £30 + postage costs	Up to £500 + postage cost. If no enhanced insurance was purchased, maximum compensation payable is £30	No compensation is payable.

Type of service	Lost i.e. if it is confirmed that the item has not been delivered, and the original proof of posting is provided, compensation is available:	Damaged i.e. If the damage has been confirmed and packaging was sufficient in accordance with our published guidelines, compensation is payable:	Delayed i.e. If it is confirmed that the item was not delivered by the guaranteed time, and the delay has been caused by Isle of Man Post Office or contracted partners:
Parcels – Standard Local (Isle of Man to Isle of Man)	Up to 100 x the cost of a stamp for the minimum weight and depending on the contents	Up to 100 x the cost of a stamp for the minimum weight	No compensation is payable.
Parcels – Express 9, 10, AM, 24 & 48 (UK & IOM)	For each consignment, up to £2,500 + postage cost, subject to the level of insurance purchased. If no enhanced insurance was purchased, maximum compensation payable is £200 per consignment for Express 9, 10 and AM and £100 for Express 24 and 48 + postage costs.	For each consignment, up to £2,500, subject to the level of insurance purchased. If no enhanced insurance was purchased, maximum compensation payable is £200 per consignment for Express 9, 10 and AM and £100 for Express 24 and 48.	The postage cost may be refunded up to 100% for Express 9, 10 and AM, 50% for Express 24 and up to 25% for Express 48. For Express 9, 10 and AM, maximum compensation of 50% of the cost of postage may be paid if delivery is made on the due date but not before the agreed time.
Parcels – International Global Express/Global Priority	For each consignment, up to £2,500 + postage cost, subject to the level of insurance purchased. If no enhanced insurance was purchased, maximum compensation payable is £200 + postage cost per consignment for Global Express and £100 for Global Priority.	For each consignment, up to £2,500, subject to the level of insurance purchased. If no enhanced insurance was purchased, maximum compensation payable is £200 per consignment for Global Express and £100 for Global Priority.	The postage costs may be refunded up to 100% for Global Express and up to 25% for Global Priority.
Parcels – International Global Value	Maximum enhanced compensation payable is £500. If no enhanced insurance was purchased, maximum compensation payable is £100 + postage cost per parcel.	Maximum enhanced compensation payable is £500. If no enhanced insurance was purchased, maximum compensation payable is £100 per parcel.	No compensation is payable.
Global Economy	No compensation is payable.	No compensation is payable.	No compensation is payable.
BFPO/HM Forces Letters and Packets	Up to 100 x the cost of a stamp for the minimum weight and depending on contents	Up to 100 x the cost of a stamp for the minimum weight	No compensation is payable.
BFPO/HM Forces Parcels	Up to £500 + postage cost, subject to the level of insurance purchased. If no enhanced insurance was purchased, maximum compensation payable is £20 + postage costs.	Up to £500, subject to the level of insurance purchased. If no enhanced insurance was purchased, maximum compensation payable is £20.	No compensation is payable.

Exclusions

Isle of Man Post Office may 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 Restante,
- 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,
- it was caused by a failure or malfunction of a computer system as a result of computer viruses of any kind,
- it was caused by industrial action by employees of a partner company,
- the item was addressed to a PO Box in a country which does not accept P.O. Box addresses.

In addition to the circumstances already listed, the following goods are also excluded from compensation unless sent by Special Delivery:

- Antiques,
- Articles made wholly of gold, silver or other precious metals,
- Diamonds and other precious stones,
- Jewellery (except imitation),
- Money- current bank notes, currency note or coins.
- Negotiable documents,
- 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.

Lost Goods

Goods may be deemed lost if not received within:

- 3 weeks for the Isle of Man, UK and Channel Islands deliveries or
- 8 weeks for International deliveries

from the guaranteed/anticipated delivery date.

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.

These Terms and Conditions shall be governed by and construed in accordance with Isle of Man law and subject to the exclusive jurisdiction of the Manx courts.