

Price guide

Oayllys-prios



Isle of Man
Post Office



Oik Postagh Ellan Vannin

Effective 4th April 2011

Letters & Packets

We aim to deliver the next working day for local items and 1 working day after posting for items to the UK and Channel Islands.

Letters - Max 240mm (L) x 165mm (w) x 5mm (D)

Weight	IOM	UK & Channel Islands
up to 100g	£0.37	£0.38

Large Letters - Max 353mm (L) x 250mm (W) x 25mm (D)

Weight	IOM, UK & Channel Islands
up to 100g	£0.58
up to 250g	£1.00
up to 500g	£1.40
up to 750g	£1.97

Packets - Over 353mm (L) x 250mm (W) x 25mm (D)

Weight	IOM, UK & Channel Islands
up to 100g	£1.15
up to 250g	£1.82
up to 500g	£2.37
up to 750g	£2.90
up to 1000g	£3.54
up to 1250g	£4.75
up to 1500g	£5.50
up to 1750g	£6.23
up to 2000g	£6.97
Each 250g or part thereof	£0.80

Recorded Signed For

Our Recorded Signed For service gives you proof of postage plus the recipient's signature on delivery which can be viewed on our website iompost.com.

This service costs an additional £0.77. (Please note that money or jewellery should not be sent using this service)

specialdelivery

When it simply won't wait.

Got something urgent or valuable to send? We offer two guaranteed next day services, before 9am or 1pm to the UK or your money back*.

Special Delivery™ by 9:00am. Max weight 2kg[†]

Weight	UK & Channel Islands			
	Isle of Man IM1 only	£50	£1000	£2500
up to 100g	£9.45	£15.25	£17.30	£20.55
up to 500g	£11.00	£17.30	£19.35	£22.60
up to 1kg	£12.60	£19.35	£21.40	£24.65
up to 2kg	£15.75	£23.45	£25.50	£28.75

Special Delivery™ by 9:00am Saturday Guarantee[†]

Special Delivery™ Saturday Guarantee	Price
Additional price per item	£2.70

*Working days are Monday to Friday, not including Sundays or Bank/Public Holidays. Please see our website iompost.com for details. Terms and conditions apply.

Special Delivery™ Next Day. Max weight 10kg

Weight	UK & Channel Islands			
	Isle of Man	£500	£1000	£2500
up to 100g	£4.20	£5.45	£6.35	£8.20
up to 500g	£4.75	£5.90	£6.80	£8.65
up to 1kg	£5.80	£7.00	£7.90	£9.75
up to 2kg	£7.35	£9.05	£9.95	£11.80
up to 3kg	£8.80	£10.75	£11.65	£13.50
up to 4kg	£10.30	£12.50	£13.40	£15.25
up to 5kg	£11.75	£14.10	£15.00	£16.85
up to 6kg	£13.20	£15.90	£16.80	£18.65
up to 7kg	£14.70	£17.60	£18.50	£20.35
up to 8kg	£16.05	£19.30	£20.20	£22.05
up to 9kg	£17.45	£21.00	£21.90	£23.75
up to 10kg	£18.70	£22.70	£23.60	£25.45

Special Delivery™ Next Day with Saturday guarantee†

Weight not over	Insurance up to			
	local £500	£500	£1000	£2500
up to 100g	£7.75	£9.24	£10.32	£12.54
up to 500g	£8.40	£9.78	£10.86	£13.08
up to 1kg	£9.65	£11.10	£12.18	£14.40
up to 2kg	£11.50	£13.56	£14.64	£16.86
up to 3kg	£13.25	£15.60	£16.68	£18.90
up to 4kg	£15.05	£17.70	£18.78	£21.00
up to 5kg	£16.80	£19.62	£20.70	£22.92
up to 6kg	£18.55	£21.78	£22.86	£25.08
up to 7kg	£20.35	£23.82	£24.90	£27.12
up to 8kg	£21.95	£25.86	£26.94	£29.16
up to 9kg	£23.65	£27.90	£28.98	£31.20
up to 10kg	£25.15	£29.94	£31.02	£33.24

Mail Services

PO Boxes

Business	Residential
£145.00 per annum	£90.00 per annum

Business Mail Services

Domestic Business Reply Licence	£80.20 per annum
International Response Services Licence	£135.00 per annum
Freepost Licence	£80.20 per annum
Response Service Handling Fee	2p per item

Redirection^{††} - Use this to redirect your letters when you move

	To: IOM & UK	To: EU (Airmail)	To: Rest of World (Airmail)
3 Months	£33.00	£75.60	£66.00
6 Months	£61.00	£139.20	£120.75
12 Months	£110.00	£252.00	£220.50

KeepSafe[†] - This service keeps your mail safe whilst you're away

2 Weeks	£12.60
3 Weeks	£18.90
4 Weeks	£25.20
2 Months	£31.50
3 Months	£37.80

Other Fees

Underpaid Postage - Price per item	£1.00
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Single Collection Fee [†]	£5.50
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Business Collection Service [†] (per year)	£600.00
Early Morning Delivery Service [†] (per year)	£1200.00
Business Collection and Early Morning Delivery Service [†] (per year)	£1500.00

Door2Door[†]

Door2Door offers a fast and efficient unaddressed delivery service for businesses and organisations wishing to distribute promotional material throughout the Island, giving you access to over 40,000 homes and businesses.

You can tailor your distribution to the area which you are targeting - either by postcode or geographic area.

Weight	Prices per 1000 items	
	All Island	Selected Districts
up to 35g	£87.60	£102.00
up to 36-70g	£121.20	£132.00
up to 71 - 100g	£151.20	£168.00

There is a minimum charge of £300 for our Door2Door service.

† Prices include VAT at the standard rate. †† The prices for EU Countries include VAT at the standard rate.

Sending Mail Overseas

There is a 2kg weight limit for Letter/Packet services overseas and 5kg for printed paper and small packets. Heavier items must be sent by International Parcel Services.

Weight	Airmail			
	Letters		Printed Paper / Small Packets	
	Europe (Inc. Irish Republic)	Rest of World	Europe (Inc. Irish Republic)	Rest of World
up to 10g	£0.68	£0.76	£1.57	£2.14
up to 20g	£0.68	£1.10		
up to 40g	£1.00	£1.65		
up to 60g	£1.30	£2.07		
up to 80g	£1.49	£2.51		
up to 100g	£1.73	£3.19		
up to 120g	£2.01	£3.71	£1.81	£2.49
up to 140g	£2.29	£4.28	£2.06	£2.84
up to 160g	£2.58	£4.83	£2.31	£3.19
up to 180g	£2.86	£5.37	£2.56	£3.54
up to 200g	£3.11	£5.92	£2.81	£3.89
up to 220g	£3.38	£6.45	£3.06	£4.23
up to 240g	£3.64	£6.95	£3.30	£4.59
up to 260g	£3.89	£7.47	£3.55	£4.94
up to 280g	£4.13	£7.96	£3.80	£5.29
up to 300g	£4.20	£8.20	£4.05	£5.65
every 100g up to Max 2kg (5kg for packets and papers)	£1.30	£1.45	£1.15	£1.25

Where is it going?

Europe		If destination is not listed, send as "Rest of the World"		
Albania	Croatia	Hungary (EU)	Moldova	Slovenia (EU)
Andorra	Cyprus (EU)	Iceland	Monaco (EU)	Spain (EU)
Armenia	Czech Republic (EU)	Italy (EU)	Montenegro	Spitzbergen
Austria (EU)	Denmark (EU)	Kazakhstan	Netherlands (EU)	Sweden (EU)
Azerbaijan	Estonia (EU)	Kosovo	Norway	Switzerland
Azores (EU)	Faroe Islands	Kyrgyzstan	Poland (EU)	Tajikistan
Balearic Islands (EU)	Finland (EU)	Latvia (EU)	Portugal (EU)	Turkey
Belarus	France (EU)	Liechtenstein	Republic of Ireland (EU)	Turkmenistan
Belgium (EU)	Georgia	Lithuania (EU)	Romania (EU)	Ukraine
Bosnia Herzegovina	Germany (EU)	Luxembourg (EU)	Russia	Uzbekistan
Bulgaria (EU)	Gibraltar (EU)	Macedonia	San Marino	Vatican City State
Canary Islands	Greece (EU)	Madeira (EU)	Serbia	
Corsica (EU)	Greenland	Malta (EU)	Slovakia (EU)	

Items containing goods sent to non-EU countries will require a CN22 or CN23 Customs declaration form (dependent on the value of the goods). All other countries not listed are categorised as Rest of the World. **Please note that the Republic of Ireland is classed as a European destination.**

Surface Mail

An easy and affordable way to send your letters, small packets & printed papers to destinations overseas.

Weight	Letters, Printed Papers, Small Packets
up to 20g	£0.66
up to 60g	£1.14
up to 100g	£1.60
up to 150g	£2.27
up to 200g	£2.89
up to 250g	£3.54
up to 300g	£4.16
up to 350g	£4.79
up to 400g	£5.43
up to 450g	£6.05
up to 500g	£6.68
up to 550g	£7.28
up to 600g	£7.88
up to 650g	£8.48
up to 700g	£9.08
up to 750g	£9.68
up to 800g	£10.28
up to 850g	£10.88
up to 900g	£11.48
up to 950g	£12.08
up to 1000g	£12.68
Each extra 50g or part thereof upto MAX 2000g	£0.60

BFPO/ HM Forces

Letter, Large Letter and Packet rates are the same as our rates to the UK. A concession of free postage on all standard BFPO mail up to 2kg is currently in place. (Please check that this concession is still available by visiting our website iompost.com or contacting our customer services team on 664664 when sending your mail)

The maximum weight for BFPO letters and packets is 2kg.

Airsure^{®†} Price to EU destinations

	Airsure Letters	Airsure PP/SmPkts
20g	£6.70	-
40g	£7.08	-
60g	£7.44	-
80g	£7.67	-
100g	£7.96	£7.67
120g	£8.29	£7.81
140g	£8.63	£8.03
160g	£8.98	£8.20
180g	£9.31	£8.41
200g	£9.61	£8.51
220g	£9.94	£8.63
240g	£10.25	£8.75
260g	£10.55	£8.87
280g	£10.84	£8.95
300g	£10.92	£9.01
each 100g	£1.56	£0.80

Additional Compensation	£3.00
Non EU and Rest of World	£5.30 + Postage
Additional Compensation	£2.50

International Signed For

International Signed For	£4.95 + Postage
Additional Compensation	£2.50

Other Services

Air Letters	£0.85
International Reply Coupon	£1.60

Handling fee for Customs Clearance

Price per item	£13.50
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† Price includes VAT at the standard rate

Terms and Conditions

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. Prohibitions and restrictions can be found at iompost.com or in the Postcode directory.

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, Freepost 1167, 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 satisfy the validity of a claim. All UK claims must be received within 30 days of despatch. International claims must be made within the following timescales: 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 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,
- caused by a failure or malfunction of a computer system as a result of computer viruses of any kind,
- 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.
- Glassware**.
- Hazardous or dangerous goods.
- Indecent or Obscene Articles
- Jewellery (except imitation).
- Money- current bank note, currency note or coins, uncrossed postal orders which do not state to whom they are to be paid, cheques or dividend warrants which are uncrossed and made payable to the bearer. Bearer securities, including share warrants, scrips or subscription certificates, bonds or relative coupons, un-cancelled revenue or postage stamps, airline tickets, coupons, vouchers, tokens, stamps or similar documents which can be exchanged by themselves or with any other document for money, goods or services, national insurance stamps or bankers drafts.
- Negotiable documents.
- 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

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Fax: +44 (0)1624 698464
Email: customer.services@iompost.com

All information and prices correct at time of going to press

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