



International Business Reply Service

This service is available for business customers on the Isle of Man wishing to standardise the style of replies and pay for the posting.

The minimum anticipated postal business should amount to £100 per month or £1000 per annum.

Before this service can be used:

- an application form must be completed and accepted,
- the appropriate fee paid to purchase a licence,
- the proposed design of the replies approved,
- initial payment should be made in advance of postage paid.

Completion and delivery of the required application form assumes acceptance of the Terms and Conditions for the service.

The licence is issued for a period of 12 months and the fee payable is for the full term. Isle of Man Post is not liable for any refund or credit if the full term is not utilised for any reason initiated by either Isle of Man Post or the customer.

Only reply cards, and/or envelopes are acceptable, and must be pre-printed with an Isle of Man Post approved design ~ see *design specifications*

Customers must have a Credit Account with Isle of Man Post and maintain it as agreed for the duration of the licence.

Isle of Man Post reserves the right to refuse an application or cancel/suspend the service without any explanation. They may also withdraw the licence or apply a surcharge for any breach of the Terms and Conditions which they may vary, change or amend at any time.

Once received by Isle of Man Post, items are counted and sent directly to the designated address on the Isle of Man.

Business Reply mail cannot be redirected after delivery to the licensee's address.

Isle of Man Post's obligations for confidentiality, and under the Data Protection Acts, will be applied in full.

Countries for which this service is available are:

Algeria, Argentina, Australia, Austria*,

Bahamas, Barbados, Belarus, Belgium*, Bermuda, Bolivia, Botswana, Brazil, Brunei, Burkina Faso, Burundi, Chad, China, Croatia, Cyprus, Czech Republic, Denmark*, Ecuador, Egypt, El Salvador, Estonia, Ethiopia,, Finland*, France*, Gambia, Germany, Ghana, Gibraltar, Greece*, Guernsey, Guyana, Hong Kong, Hungary, Iceland, Indonesia, Iran*, Ireland Rep.*, Israel, Italy*, Jamaica, Japan, Jersey, Jordan, Kenya, Korea Rep.(S), Latvia, Lithuania, Luxemburg*, Macedonia, Malaysia, Malta, Mexico, Monaco, Nepal, Netherlands*, New Zealand, Norway*, Oman, Papua New Guinea, Paraguay, Poland* , Portugal*, Puerto Rico,, Qatar, Romania, Russian Federation, Saudi Arabia, Senegal, Seychelles, Sierra Leone, Singapore, Slovak Rep., Slovenia, South Africa, Spain*, Sri Lanka, Swaziland, Sweden*, Switzerland* , Syrian Arab Rep., Tanzania, Tunisia, Turkey, Tuvalu, Ukraine, United Arab Emirates, Uruguay, United States of America, Venezuela, Zimbabwe.

Countries marked with * accept an Enhanced International Business Reply Service for items with increased weight and dimensions.

Force Majeure

Isle of Man Post shall not be liable for any breach of its obligations or for compensation or refund for loss, damage or delay resulting from an Event of Force Majeure. Such events, which are outside Isle of Man Post'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 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 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 does not offer compensation for consequential loss on any of its services. Isle of Man Post 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 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.

Design Specifications

The following is not intended to be an exhaustive list, however the key dimensions of pre-printed reply cards and envelopes, and other important points to be taken into account when preparing designs include:

Envelopes

- size ~ min. 114mm x 162mm; max. 162mm x 229mm
- shape ~ rectangular
- material ~ min. paper weight 70gsm
- envelope type ~ seal-able and closed on all sides, 'tuck and fold' and window are not acceptable
- thickness ~ min. 0.5mm, max. 6mm when filled.
- stiffness ~ capable of supporting its own weight when stood on its edge
- absorbency ~ between 15 and 30gsm in 60secs

Reply Cards

- size ~ min. 114mm x 162mm; max. 162mm x 229mm
- material ~ min. paper weight 200gsm
- thickness ~ min. 0.25mm, max. 2.3mm
- stiffness ~ capable of supporting its own weight when stood on its edge
- absorbency ~ between 15 and 30gsm in 60secs

Facing indicia

~ two horizontal lines, each at least 3mm wide, 80mm long and 14mm apart (from the inside edges) must be printed, 15mm from the right-hand edge and 40mm from the top of the item.

~ the words 'RESPONSE PAYEE' and 'GRANDE-BRETAGNE', in capital letters not less than 4mm high, must be shown on two lines between the two horizontal lines.

~ 'By Airmail' and 'Par Avion' should be printed in the top left-hand corner below which should appear the words 'IBRS/CCRI' followed by the licence number issued by Isle of Man Post

Addressing

~ a full and correct address (with no punctuation or underlining) must be used on each Business Reply item. The postcode must a) not contain any punctuation, b) have the two parts separated by one or two spaces, and c) be on the last line with no other part of the address on the same line. The address orientation should be parallel to the longer side.

Lines

~ the spacing must be a minimum of 1mm, and uniform, between all lines of the address. The number of characters in any line must not exceed 32 including spaces and the lines should be left hand justified.

Colour

~ all printing must be in a dark colour and should be on a white or light shaded pastel background. Vivid colours or dyes containing phosphorescent substances are not permitted.

Print contrast

~ the contrast for the address printing against the background must be at least 50%

Fonts

~ each line of the address must contain characters of the same size and font, and the strong recommendations are Courier, New Courier, Helvetica 12pt or 15pt, medium or bold, and Arial 12pt or 15pt medium.

Labels

~ sticky address labels for envelopes are not acceptable.

Advertising area

~ extraneous printing and advertising may appear on the left-hand side and/or rear of the item provided:

- it does not fall below the last line of the address on the face of the item
- it does not mimic the horizontal lines
- it does not contain another address, complete or not.

Enhanced International Business Reply Service dimensions

Envelopes

- size ~ min. 90mm x 140mm
max. 120mm x 235mm

Letter-post packets

- size ~ min. one surface 90mm x 140mm;
max. 900mm for length, depth and width combined, with greatest single dimension of 600mm
- weight ~ max. 250gm per item

Reply Cards

- size ~ min. 90mm x 140mm
max. 105mm x 148mm

Items in roll form

- min. ~ length plus twice diameter 170mm, greatest single dimension 100mm
- max. ~ length plus twice diameter not more than 1040mm, with length not more than 900mm

Further details are available from Customer Services, telephone 01624 664664.