



Door2Door Distributions

'**Door2Door**' is a non-guaranteed unaddressed mail delivery service to specifically selected customers.

An Agreement detailing the service to be provided must be completed, and a deposit received in advance. Any additions or variations must be in writing and signed on behalf of Isle of Man Post and the customer.

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

The 'distribution date' refers to the Monday of the week of distribution.

A 10% non-refundable deposit must be paid as confirmation of booking.

Changes to the agreed distribution date will incur a 10% of total delivery administration charge (maximum £200.00), unless within 21 days when cancellation charges will apply. Any changes to be made will be subject to availability.

Items are distributed over the 5 working days commencing Monday and ending Friday (distributions are not normally accepted during weeks containing Manx Public and Bank holidays or during the last three weeks of December).

Normally only 2 mail shots will be distributed each week.

Items to be distributed must:

- be delivered to ~ Door2Door
Isle of Man Post
Douglas Sorting Office
Spring Valley Industrial Estate
Douglas
ISLE OF MAN
IM2 1AA
- be delivered by 5.00pm on the Wednesday prior to the week in which the items are to be distributed by Isle of Man Post. If not delivered by this time, a new distribution date, subject to availability, will have to be agreed.
- not be delivered more than 14 days before the distribution date.

- be delivered to Isle of Man Post in bundles of 50 or 100. If not delivered in bundles of 50 or 100, Isle of Man Post will impose a handling charge of £17.50 per hour for this work to be carried out prior to the items being distributed.

- comply with the following limits for each individual item

maximum weight	100gms
maximum size	210-297mm
minimum size	110-150mm

- conform to the latest version of the ASA regulations and any other relevant legislation, regulations or codes of practice.

Isle of Man Post reserves the right to refuse to accept/or to deliver items however presented, which:

- are likely to cause embarrassment to Isle of Man Post, its employees or the recipients
- are likely to bring Isle of Man Post into disrepute
- are harmful or dangerous
- are prohibited or restricted by law, regulations or guidelines of any sort, including, but not limited to, those listed as prohibited or restricted mail.
- contain or display a return address unless an Isle of Man Post Business Reply Licence is held
- contain or display a Postage Paid Impression (an Isle of Man postmark signifying that postage has been paid on an item)
- do not conform to the latest version of the ASA regulations and any other relevant legislation, regulations or codes of practice
- do not meet the Terms and Conditions for this service

Where the number of items is insufficient to achieve delivery to all addresses specified in the schedule, Isle of Man Post will decide in its discretion which addresses will receive an item.

At the discretion of Isle of Man Post, any surplus items may be returned to the customer or destroyed by Isle of Man Post at the customer's expense.

If an item is lost or damaged by Isle of Man Post prior to distribution, compensation may be paid up to the replacement cost of the item, limited to the reasonable cost of printing the particular item.

Any claims for compensation must be submitted in writing within 30 days of the end of the delivery period. Claims must be substantiated in all respects to the satisfaction of Isle of Man Post.

Isle of Man Post does not offer compensation for consequential loss, and 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.

Charges are based on a combination of number and weight of items.

Isle of Man Post will invoice for the balance less deposit already paid. This balance is due no later than 5.00pm on the Wednesday prior to the week in which the items are to be distributed by Isle of Man Post. If no payment has been received by this date, the leaflets will not be distributed.

If the delivery is cancelled by the customer, or the items are not delivered by the due date, charges will be payable as follows:

- within 7 days of the distribution date, the full amount of the agreed cost of the delivery
- within 14 days of the distribution date, 75% of the amount of the agreed cost of the delivery
- within 21 days of the distribution date, 50% of the amount of the agreed cost of the delivery

Isle of Man Post may terminate a distribution or the Agreement if:

- any charges are not paid by the due date
- any debt relating to previous use of the Door2Door service remains outstanding
- an interim order within the meaning of the Insolvency Acts has been made against the customer
- the customer is a company where an administrator or receiver has been appointed, or any composition with its creditors has been made.

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

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.