



Terms and Conditions

Special Delivery

This service guarantees delivery of letter mail and small packages only, and is available to personal and business customers wishing to send urgent or valuable items.

Letter mail and small packages may be sent to destinations in the Isle of Man, U.K. and Channel Islands (with some geographical limitations) by this service.

This service is also available to BFPO addresses, but for such destinations

- items containing money or jewellery must be sent in the Special Delivery pre-paid packs if compensation may be required for possible damage or loss,
- there is no guaranteed time or date for delivery,
- no advice of delivery is available,
- the maximum weight for items is 2kg.

Packages to the Channel Islands and some BFPO addresses may require completion of Customs documentation.

Prohibited items are not acceptable for this service, but certain restricted items may be.

Delivery is guaranteed by 9am or 1pm next working day (with some geographical limitations)

Working days are Monday to Friday and do not include Public or Bank holidays in the delivery area.

Maximum size :

- for rectangular items, 610mm x 460mm x 460mm
- for rolled items, length 900mm, and length and 2 x diameter must not exceed 1040 mm

Maximum weight:

- 2kg for 9am delivery
- 10kg for 1pm delivery

Delivery is confirmed to the address and not necessarily the named addressee.

Proof of delivery, i.e. a copy of the signature of the recipient of the item obtained on its delivery, is available on request and payment of the appropriate fee at any time within 12 months after delivery.

If no one is available to sign for the item, a 'While You Were Out' card will be left and the item retained at the Delivery Office. If not collected after 3 weeks it will be returned to the sender.

An item is considered lost if it has not been delivered 2 weeks after the guaranteed/ anticipated delivery date.

Additional insurance is available on payment of the appropriate fee.

Limitations/Exceptions

Guaranteed delivery by 9am on the Isle of Man is only available to postal areas IM1 and IM99

The availability of guaranteed delivery to the following destinations is only as indicated

Postcode	Area
<u>Next working day by 1pm</u> IV 2-20,29-39 GY2-8 PA20-27 PH 16,45-50 PO30-41 TR21-25	Inverness Guernsey (inc. Alderney) Paisley Perthshire Isle of Wight Isles of Scilly
<u>Next working day by 5.30pm</u> <i>(Mainland Postcodes)</i> AB30 - 56 IV21-28, 40, 52-54 KW 1-14 PA28-40 PH 15, 17-41 <i>(Island Postcodes)</i> HS1 KA27 KA28 KW15 KW16 PA41 PA42-49 PA60 PA77 ZE1	Aberdeen Inverness Orkney Argyll Perthshire Stornoway (Lewis) Arran Cumbrae Kirkwall Town Stromness Town only Gigha Islay Jura Tiree Lerwick (Shetlands)
<u>Two working days by 5.30pm</u> GY1 GY9 HS2	Herm Sark Lewis

HS3 HS4 HS5 HS6 HS7 HS8 HS9 IV41-51,55,56 PA61 PA62-75 PA76 PA78 ZE2-3	Harris Scalpay Leverburgh North Uist Benbecula South Uist Castlebay (Barra) Skye Colonsay Mull Iona Coll Shetlands
<u>Three working days by 5.30pm</u> KW16-17 PH42 PH43 PH44	Orkney Eigg, Muck Rum Canna

Isle of Man Post will not be responsible for any delay if:

- 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.

If Isle of Man Post or partners damage or lose the item, or fail to achieve the guaranteed delivery time, compensation may be paid in accordance with the Terms and Conditions for Compensation

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.