Terms and conditions

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 made 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 global priority, 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, unless sent by Special Delivery. (Compensation for loss but not damage/deterioration may be available for those marked **
- the item has been delayed due to an event of Force Majeure
- 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
- Glassware**
- 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**
- 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 partner or one of its partners.