Business Reply Service

(UK and IOM)

Isle of Man Post Office
Oik Postagh Ellan Vannin

Terms and conditions

1. Description

The business reply service is designed to simplify the process of making domestic direct marketing campaigns. The Service provides pre-paid and pre-addressed items. Once mailed, replies are sent directly back to your Designated Address in the Island.

2. Available to

Business Customers registered in the Isle of Man.

3. Definitions

3.1. 'Business Customer' means any person or company using the Service to assist their business or for monetary gain.

3.2. 'Charges' means the charges for the use of the Service as set out in section 9 below.

3.3. 'Credit Account' means a credit account agreed between You and the IOMPO upon the terms set out in the Terms and Conditions.

3.4. 'Customer' means any legal person applying for the Service.

3.5. 'Designated Address' means Your address as set out on the application form.

3.6. 'IOMPO' means the Isle of Man Post Office (a statutory board of Tynwald).

3.7. 'Licence' has the meaning as set out in point 5.2.

3.8. 'Personal Customer' means Customers who use the Service normally for convenience only.

3.9. 'Service' means the business reply service.

3.10. 'Terms and Conditions' means the general terms and conditions which apply to the delivery of the Service and which can be found at **www.iompost.com**.

3.11. 'We', 'Us' and Our' means the IOMPO.

3.12. 'You' and 'Your' means the Customer.

4. General Terms

The Terms and Conditions apply to the provision of the Service by the IOMPO.

5. Application

5.1. Before the Service can be used:

5.1.1. an application form, and in the case of any Customer that doesn't already have a Credit Account with IOMPO a Business Account Application Form, must be completed and accepted. Both forms are available from www.iompost.com;

5.1.2. the appropriate Charge must be paid;

5.1.3. the proposed design of the replies must be submitted to the IOMPO for approval (only designs which have been approved by the IOMPO can be used in the delivery of the Service). Please refer to the business reply design specification guide which is available at **www.iompost.com**;

5.2. Once all of the requirements as set out in point 5.1 have been satisfied, the IOMPO will issue you with a licence to use the Service upon the terms set out in these terms and conditions (the 'Licence').

6. Services and Duration

6.1. The Licence will be issued for a period of twelve (12) months.

6.2. Once received by IOMPO, items which comply with the approved design will be counted and sent directly to the Designated Address.

6.3. IOMPO reserves the right to withdraw the service at any time without notice at its sole discretion

7. Special Conditions

Business Reply mail cannot be redirected.

8. Limitations/Exceptions

8.1. Only reply cards and/or envelopes are acceptable, and must be pre-printed with an IOMPO approved design. Please refer to the business reply design specification which is available at: www.iompost.com

8.2. The Service is available for replies posted in the Isle of Man, the UK and Channel Islands only (for replies from overseas, ~ including the Republic of Ireland ~ refer to the International Business Reply service).

9. Charges and Payment Terms

9.1. The Charges for the Service can be found at www.iompost.com and are payable via a Credit Account.

9.2. The Charge payable is for the full term. IOMPO is not liable for any refund or credit if the full term is not utilised for any reason initiated by either IOMPO or the Customer.

9.3. Customers must have a Credit Account with IOMPO and maintain it for the duration of the Licence.