International Business Reply Service

(to include Enhanced International Business Reply Service)

Isle of Man Post Office
Oik Postagh Ellan Vannin

Terms and conditions

1. Description

The international business reply service is designed to make international direct marketing campaigns significantly more effective by simplifying the reply process. 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

This Service is available for Business Customers registered in the Isle of Man.

3. Definitions

3.1. 'Agreed Destinations' means:

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, Slovac 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.

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

3.3. 'Charges' means the charges for the use of the Service as set out in section 10 below.

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

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

3.6. 'Designated Address' means Your address in the Isle of Man as set out in the application form.

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

3.8. 'Licence' means the licence granted by the IOMPO to You in accordance with section 5.2 of these Terms and Conditions.

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

3.10. 'Service(s)' means the International Business Reply services.

3.11. '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

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

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

4. General Terms

4.1. The Terms and Conditions apply to the provision of these Services by the IOMPO.

4.2. Please also refer to the International Business Reply Technical Guide available at www.iompost.com

5. Application

5.1. Before this Service can be used:

5.1.1. an application form must be completed and accepted;

5.1.2. the appropriate Charge 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 IBRS). Please refer to the design specifications at point 9 for guidance;

5.2. Once all of the requirements as set out in section 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. Subject to section 6.2, the Licence will be issued for a period of twelve (12) months.

6.2. The IOMPO reserves the right to withdraw the Licence at any time at its discretion. Unless termination is due to a breach by You of these terms or the Terms and Conditions, the IOMPO will reimburse You for the proportion of any Charges paid for the period after the date of termination.

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

7. Special Conditions

Business Reply mail cannot be redirected after delivery to the Designated Address.

8. Limitations/exceptions

Only reply cards and/or envelopes are acceptable, and must be pre-printed with an IOMPO approved design: please refer to design specifications at section 9 below.

9. Design Specifications

9.1. 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:

9.1.1. 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.

9.1.2. 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.

9.1.3. 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 IOMPO.

9.1.4. 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.

9.1.5. 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.

9.1.6. 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.

9.1.7. Print contrast

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

9.1.8. 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.

9.1.9. Labels

~ sticky address labels for envelopes are not acceptable.

9.1.10. 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.

9.2. Enhanced International Business Reply Service dimensions

9.2.1. Envelopes

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

9.2.2. 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

9.2.3. Reply Cards

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

9.2.4. 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.

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

10. Charges and Payment Terms

10.1. Charges for the Service are available at **www.iompost.com** and are payable via Credit Account.

10.2. The Charge payable is for the full term of the Licence. 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.

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