Redirect - Business Services

Isle of Man Post Office
Oik Postagh Ellan Vannin

Terms and conditions

1. Description

This Service allows Business Customers to re-direct mail to an alternate address.

2. Available to

2.1. This Service is available to Business Customers resident in the Isle of Man.

2.2. This Service is available only for letter mail unless parcels have been requested specifically in Your application and this has been agreed by the IOMPO.

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

3.4. 'Delivery Office' means the delivery office local to the recipient of the mail item.

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

3.6. 'Maximum Period' means a total period of two (2) years from the date on which the Service begins.

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

3.8. 'Private Box' means a box maintained by a Customer at a Delivery Office for receipt of their mail.

3.9. 'ReDirect' means the ReDirect Services.

3.10. 'ReDirect Period' means the cumulative period of time between initiating the Service, and the ending date as agreed with IOMPO.

3.11. 'Service(s)' means the ReDirect Business services.

3.12. '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

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

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

4. General Terms

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

5. Application

5.1. In order to receive the Service You must complete and deliver the required application form to the IOMPO.

5.2. A completed application form and appropriate Charge must be received at least one (1) week before the Service starts. If an existing ReDirect is to be extended (up to the Maximum Period), the written request, together with the appropriate Charge, should be received by IOMPO one (1) week before the original ReDirect expires.

5.3. The forwarding address on an existing ReDirect may be amended by request in writing and payment of the appropriate administration Charges.

5.4. If personal and business mail is to be redirected from the same address, separate applications must be made for each, and the appropriate Charges paid.

5.5. All application forms renewals and cancellations must be signed by two (2) directors, partners or company officials authorised to legally bind the business unless the applicant is a sole trader. The IOMPO may require verification of such authority.

5.6. Formal Identification is required from the signatories applying for this Service:

5.6.1. current passport, armed Forces ID card, provisional or full driving licence bearing a photograph and signature (not International Drivers' Permits/Licences), government issued National Identity Card bearing a photograph or bank card if application is made in person;

5.6.2. recent (within the last three (3) months) paid household utility bill (not mobile phone bill), or TV licence, or a recent Bank, Building Society or credit card statement, showing the old address.

5.7. If the application is made under the authority of Liquidator, administrator or receiver, a certified copy of the appointment documentation must be included with the application form which must be signed in accordance with the authority.

6. Services and Duration

6.1. This Service is available for a maximum of two (2) years (the 'Maximum Period').

6.2. The Service may be cancelled at any time on receipt of an authorised written instruction. The IOMPO will not refund or credit Charges after the Service has started but if cancellation is before the start date refund may be given minus administration Charge. If no date is specified, the cancellation will cease from the date of the cancellation letter.

6.3. If the IOMPO have agreed to redirect parcels these can only be redirected to addresses in the Isle of Man, UK and Channel Islands. Any received for other addresses abroad or received where IOMPO have not agreed to redirect parcels will be returned to sender.

7. Special Conditions

7.1. Variations – the forwarding address may be amended by request in writing signed by two (2) directors and payment of the appropriate administration Charge.

7.2. Delivery time guarantees do not apply for redirected items.

7.3. Any mail which arrives for a business not named on the application form will continue to be delivered in the normal way. Business Customers cannot redirect mail for sections of their business only.

7.4. Mail addressed to 'the Occupier' will be delivered in the normal way.

7.5. Mail is forwarded 'First class' or by Airmail to destinations abroad.

7.6. It is a serious criminal offence to redirect or attempt to redirect mail without the proper authority and IOMPO will refer any suspected unauthorised redirection to the appropriate authorities.

7.7. Customs.

8. Limitations/exceptions

8.1. The Redirect service is not available for:

8.1.1. Customers who did not occupy and own, lease or rent the premises at the old address.

8.1.2. Customers whose old address was temporary, e.g. a hotel, boarding house, club, lodgings, etc.

8.1.3. Customers whose old address was an office or premises with a communal postal delivery point.

8.1.4. Items on which the sender indicates the mail is not to be redirected.

8.1.5. Items which may not be redirected by law, e.g. social security and benefits mail – they will be returned to sender.

8.1.6. Items that have more than one (1) addressee and only one (1) addressee has applied for the service – they will be delivered to the address unless all addressees have agreed in writing that one (1) or a third party may receive them.

8.1.7. Items delivered to the old address by other delivery and courier services.

8.1.8. Items to be transferred from one (1) Private Box to another within the same Delivery Office.

8.1.9. Personal mail from a business address to a private address.

8.2. Special Delivery and Recorded items may be redirected to addresses within the Isle of Man, the UK and Channel Islands only; such items received for redirection to addresses elsewhere will be returned to the sender.

9. Charges and Payment Terms

Details of the Charges payable for this Service are available from the IOMPO's Customer Services team at www.iompost.com