

Special Delivery Services Terms & Conditions

1. Description

- 1.1. This Service guarantees delivery of letter and parcel mail (up to 20Kg) depending upon the service variant purchased either on the next Delivery Day, or the next Delivery Day +1 day, after posting.
- 1.2. Letter and parcel mail up to 20Kgs may be sent to destinations in the U.K. (with some geographical limitations – see 9.4 for details) and Channel Islands by this Service.
- 1.3. Available options include
 - 1.3.1. Next Day, with up to £2,500 insurance for loss or damage, and delivery options of by 9am or 1pm;
 - 1.3.2. Two Day, with up to £750 insurance and delivery by 5.30pm on the Delivery Day.

2. Available to

Personal Customers and Business Customers wishing to send urgent or valuable items through the post.

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 10 below.
- 3.3. 'Click and Dispatch' means IOMPO's Business Customer online service, for submitting details of items for posting and obtaining labels and paperwork.
- 3.4. 'Collection Site' means either an IOMPO Delivery Office, or another specified location, which holds items securely on behalf of IOMPO.
- 3.5. 'Customer' means any legal person applying for the Service.
- 3.6. 'Delivery Office' means the delivery office local to the recipient of the mail item, or
- 3.7. 'Delivery Day' means Monday to Saturday and does not include public or bank holidays in the delivery area.
- 3.8. 'IOMPO' means the Isle of Man Post Office (a statutory board of Tynwald).
- 3.9. 'Online Postage' means IOMPO's Personal Customer online service, for submitting details of items for posting, obtaining labels and paperwork, and providing payment.
- 3.10. 'Partner Company' means postal providers in different countries or areas who work with the IOMPO in the delivery of mail, which originates in the Isle of Man.
- 3.11. 'Personal Customer' means Customers who use the Service normally for convenience only.
- 3.12. 'Proof of Delivery' means evidence of the successful delivery of mail items where applicable, including either a photograph of the delivery, a signature of acceptance, and/or a tracking event including date, time and GPS coordinates of the delivery event.
- 3.13. 'Service(s)' means the special delivery services.

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3.14. '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

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

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

4. General Terms

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

5. Application

Special Delivery can be accessed by either:

5.1. In respect of two-day Special Delivery

5.1.1. Visiting a post office counter, completing the relevant paperwork and paying the relevant fee, and submitting the item for despatch; or

5.1.2. Using Click and Dispatch or Online Postage to prepare an item for posting selecting the two-day Special Delivery product, and delivering the item to the IOMPO (either by delivering it to an IOMPO branch, or by arranging a collection by IOMPO) for despatch; or

5.1.3. Using IOMPO Business Solutions mail franking service (details available on request); or

5.1.4. Using a franking machine indicia in the usual way and delivering the item to the IOMPO (either by delivering it to an IOMPO branch, or by arranging a collection by IOMPO) for despatch; or

5.2. In respect of Next Day Special Delivery

5.2.1. Using Click and Dispatch or Online Postage to prepare an item for posting (by 1pm for Click & Dispatch users), and delivering the item to the IOMPO (either by delivering it to Postal Headquarters by 3pm, or by arranging a collection by IOMPO) for despatch; or

5.2.2. Visiting Postal Headquarters, completing the relevant paperwork and paying the relevant fee, and submitting the item for despatch.

6. Services and Duration

6.1. Proof of Delivery is available at www.iompost.com/TrackandTrace and on request at any time within twelve (12) months after delivery.

6.2. If no-one is available to sign for the item, a 'Sorry we missed you...' card will be left and the item retained at the Collection Site as specified on the card. If not collected after three (3) weeks the item will be returned to the sender.

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7. Special Conditions

- 7.1. This Service is available also to BFPO addresses, but for such destinations:
 - 7.1.1. there is no guaranteed time or date for delivery,
 - 7.1.2. no Proof of Delivery is available,
 - 7.1.3. the maximum weight for items is 2kg.
- 7.2. Delivery is confirmed to the address and not necessarily the named addressee.
- 7.3. An item is considered lost if it has not been delivered fifteen (15) days after the guaranteed/anticipated delivery date.
- 7.4. IOMPO will not be responsible for any delay if:
 - 7.4.1. the item was not correctly or clearly addressed,
 - 7.4.2. the loss or delay was due to an omission by the sender or recipient
 - 7.4.3. delivery was attempted but no one was available to receive it,
 - 7.4.4. the delay was due to alternative delivery arrangements which had been put in place by the recipient, including Private Boxes, or Post Restante,
 - 7.4.5. the item was sent by another carrier or postal operator,
 - 7.4.6. the item was forwarded from the stated delivery address by a third party or redirection service,
 - 7.4.7. the item contained prohibited or undeclared restricted items,
 - 7.4.8. accessing the address was extremely difficult or it put the health and safety of staff at risk,
 - 7.4.9. caused by a failure or malfunction of a computer system as a result of computer viruses of any kind,
 - 7.4.10. caused by industrial action by employees of a Partner Company.

8. Limitations/exceptions

- 8.1. Maximum size = 610mm x 460mm x 460mm.
- 8.2. Maximum weight:
 - 8.2.1. 2kg for 9.00am Next Day delivery.
 - 8.2.2. 20kg for 1.00pm Next Day and Two Day delivery

9. Service levels

- 9.1. Guaranteed delivery by 9.00am is only available to the UK using the Next Day service, and when a Customer delivers the item to IOMPO in line with the cut-off time as specified at the point of purchase.
- 9.2. The following exemptions are applicable to the 9am service (correct at the time of publication – for the latest exemptions check <https://www.royalmail.com/sending/uk/special-delivery-guaranteed-9am>)

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9.2.1. A 'by 10am' service is provided to the following destinations: BA3-5, BA11-15, BB4-5, BB7-8, BB10-12, BN2 (6-8), BN3, BN10-14, BN16-18, BN20-27, BN52, BN9, BR8, BS28, BT47 (2, 3,5,6), BT47 (3,5,6), BT48, BT78-80, CBI-2, CB9-11, CF34, CF36, CF39-42, CF44, CF47-48, CF61, CF71, CO5 (0,1, 8, 9), CO7 (0,5,6,8), CT7-10, CT13-17, CW5, DG7, DG3, DG5, DL6-7, DL8 (1-5), DL12, DT5, EH1, EH11, EH13-14, EH18-27, EH29-30, EH36-38, EH47-49, EH52-55, EX22, EX31-33, EX37-38, FK3, FY1-3, FY7, G15, G20, G31-33, G41, G43-G44, G51-52, G60-61, G64-68, G69 (0, 1, 9), G70-79, G81-82, G84, GL7, GU26, GU28-32, GU35, HRI-4, HR6, HR9, HUI-2, HU6-8, IPI2-14, IP28 (6), IP29-33, KAI-4, KAI3, KAI6-17, KA24-25 LA1-4, LA11, LA21-23, LL23-25, LL30-34, LL37-41, LL54-64, LL66-78, LN11, M29, M46, ML1, ML6, NP4, NP10, NP12-13, NP15, NP18-20, NP22-26, NP44, NR11 (7), NR26, OX9, OX15-17, OX25-27, OX39, PA11, PA13-19, PA4, PA7-8, PE16, PE24-25, PE36, PE38, PHI-2, PHI4, PO11, PO18-19, PO20 (1-8), PO21-22, PRI-2, PR3 (5), PR4 (0), PR8-9, RG9, RG30-31, SA34, SA38-40, SA44-48, SA66-72, SE1-3, SE7-8, SE10-11, SE16-18, SE28, SK10-11, SK17, SK23 (6), SO24, SW2-3, SW9, SW16-17, SY1-5, SY13-17, SY19, SY21, TAI0, TAI6-19, TDI, TN6-7, TN20-22, TN28-29, TN31-40, TQ5-8, TR7-9, TRI4, TR27, TS7-14, WR9, YO11-16

9.2.2. No service is available to the following destinations: AB10-14, AB30-39, AB41-45, AB51-56, BA10, BA20, BA21, BA22, BA7, BA8, BA9, BB18, BB94, BD23, BD24, BT34, BT34, BT35, BT42, BT43, BT44, BT47, BT49, BT51, BT52, BT53, BT54, BT57, BT60-61, BT68, BT70-71, BT74, BT76-77, BT81-82, BT92-94, CM3, DDI-6, DD8-11, DG8-DG9, DN31-37, EH4-6, EH9-EH10, EH15-17, EH31-35, EH39-46, EH51, EX23, EX34, EX39, FK1-2, FK4-6, FK7-16, G13-G14, GY1, GY9-10, HGI-3, HSI-9, IM1-9, IM86-87, IM99, IP7, IPI5-28, IV1-9, IV10-28, IV30-32, IV36, IV40-V49, IV51-56, IV63, JE All, KA5-12, KAI8, KA20-23, KA26-30, KWI-3, KW5-17, KY1-2, KY4-16, LA8-9, LA12-20, LDI-4, LD6, LL46-53, LNI-2, LN4-6, LN9-10, LNI2-13, ML2, ML8, ML11-12, NP7-8, NPI6, PA1-3, PA5-6, PA9-10, PA12, PA20-38, PA41-49, PA60-78, PE23, PE37, PH5-8, PH10-13, PH15-26, PH30-44, PH49-50, PL29-35, PO30-41, SA35-37, SA41-43, SA61-65, SP4, SP7-11, SY6, SY8, SY20, SY23-25, TA24, TD3-12, TD14-15, TRI2-13, TRI7-26, TR93, YO7, YO21-22, YO30-32, YO41, YO43, YO51, YO60-62, YO91, ZE1-3

9.3. Guaranteed delivery on Saturdays is available as standard where applicable and does not require any special indicia or additional payment

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

	Next Day	Two Day
AB 30 - 39, 41 - 45, 51 - 56	By 5.30pm on the next Delivery Day	By 5.30pm within two Delivery Days after posting
HS1, 3 - 9		
IV21 - 28, 40 - 49, 51 - 56		
KA27, 28		

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KW1 – 3, 5 – 15		
KW16 Stromness Town only		
PA20 (0 & 9)		
PA28 – 38, 41 – 49, 76, 77		
PH15, 17 – 26, 31 – 40, 49, 50		
ZE1		
HS2	By 5.30pm within two Delivery Days after posting	By 5.30pm within three Delivery Days after posting
JE		
PA60 – 75, 78		
ZE2, 3		
KW16 – non-town	By 5.30pm within three Delivery Days after posting	By 5.30pm within four Delivery Days after posting
KW17		
PH30, 41-44		

10. Charges

IOMPO charges can be found at www.iompost.com