



Commission for Communications Regulation

Dispute Resolution

Summary of Resolution - Case P- [REDACTED]

The Applicant referred a dispute with An Post (“the Respondent”) to the Commission for Communications Regulation (“ComReg”). The Applicant sought compensation for loss of an item (a disassembled watch) which he sent using the Respondent’s registered post service.

The Respondent accepted that the item sent was lost, agreed to refund charges paid and pay an amount for delay in resolving the complaint. However the Respondent contended that the compensation should be calculated based on no “declared value” at the time of posting. The Respondent also contended that the item sent was jewellery and therefore excluded from compensation.

ComReg found that the Applicant declared a value of €350 for the item sent in the postal packet and that compensation should be calculated on that basis. ComReg found that the item sent was not jewellery, as defined in the Respondent’s Terms and Conditions.

ComReg specified that for resolution of this dispute the Respondent should pay the Applicant an amount, comprised of compensation for loss of a disassembled watch sent by registered post, refund of charges paid, and an amount for delay in resolving the complaint.