

Terms and conditions governing the submission of notices and documents by email.

Pursuant to Rule 8 of the Trade Marks Rules 1996 and Rule 94A of the Patents Rules 1992, the Controller has directed that the following terms and conditions apply to the submission of certain applications, correspondence, notices and documents which he has allowed to be submitted by email.

- Correspondence, notices documents etc. should be sent to a specific email address (i.e. the Office mailbox or a Section mailbox) and not to an individual. Emails should not be addressed to an individual officer's email address as they cannot be acknowledged or attended to in a timely manner, particularly if the Officer is on leave or otherwise absent.
- An automated acknowledgement facility will acknowledge emails sent to Section mailboxes.
- Attachments to emails must be legible.
- Attachments should only be in non-editable PDF format.
- Attachments should be no more than 5MB in size.
- Paper confirmation copies of emails and attachments to emails should not be sent by post unless specifically requested by the Office.
- Correspondence is dealt with in date order and email correspondence will not be answered out of turn because it has been electronically mailed.
- The sender of an email must be capable of being identified in the body of the email.
- The Office will only act on an email in the form that it is received in the Office and the Office bears no responsibility for email lost in transit or email that is corrupted in transit.
- Where the Office receives a communication by email, the Office will regard that as confirmation by the sender that the Office can reply by email.
- The Office will attempt to inform the sender of a corrupted email message or that the message or attachment(s) were not legible if the identification of the sender can be determined.
- The Office's and the Department of Jobs, Enterprise and Innovation's (DJEI's) security system automatically rejects emails that are considered a security threat. Senders of emails should therefore be aware that such emails will not be delivered and the Office will be unaware that they were sent,
- Virus prevention and spam filtering procedures operating in the Office and the DJEI could cause internet email messages not to be forwarded automatically to the recipient mailbox on their receipt. Such emails may require manual intervention by DJEI/Office staff before delivery and this may result in delays. Senders can reduce the risk of emails being blocked by spam filters by avoiding the use of special characters such as "hashtag" and "dollar" in the subject line.
- The time and date of receipt of the email message will be taken as the time/date stamp the message receives when it enters the Office's internal email system. This will not be the exact date/time it was sent or the exact date/time it was received by our external server,

As applications for Trade Marks, Patents, Supplementary Protection Certificates and Industrial Designs cannot be filed by email, the foregoing terms and conditions do not apply to such filings. However they do apply to all subsequent exchanges of email correspondence related to those filings.