

Guidelines for Corresponding with Trade Mark Examination Division by Email

1. In the case of applications for Trade Marks and Designs, please ensure that you tick the box on the application form (see below).

Please tick box if you wish the Office to correspond with you by email in relation to this application	<input type="checkbox"/>
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2. Ensure that the email address you supply to the Office, (e.g. on an application form) is correct. The Office cannot be held responsible if the address is incorrect, or if you do not check your email account regularly.
3. Use the correct Section email address i.e. tmexam@patentsoffice.ie
Our main contact details are available on the Patents Office website. Email correspondence should be sent to the Section mail box and mark for the individual's attention. Emails addressed to an individual may not be attended to quickly, – especially if the staff member is away from the Office.
4. The Trade Mark Application Number should be included in the subject line. Please do not leave this subject line blank as this could lead to your email being delayed or blocked by our mail system.
5. If replying to an email sent by the Office, please use the “Reply with History” option. This will allow the recipient in the Office to clearly see the required action to be carried out and to refer the email to the appropriate individual.
6. Emails to Section mailboxes are automatically acknowledged.
 - For your own benefit consider using *Read Receipts* and *Delivery Notes*, particularly if sending emails to the general Office mailbox.
7. Attachments should be no more than 5MB in size.
8. Please note the terms and conditions which apply to the submission of certain applications, correspondence, notices and documents which the Controller has allowed to be submitted by email. (- See Appendix 1.)
9. Trade Mark Examination Division mailbox address:
tmexam@patentsoffice.ie

Appendix 1

Terms and Conditions Governing Correspondence 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 may not be acknowledged or attended to in a timely manner, 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 merely 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 to be rejected and therefore, not to be forwarded automatically to the recipient's 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,

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