GUIDELINES FOR EMAILING THE INTELLECTUAL PROPERTY OFFICE OF IRELAND.

If corresponding with the Intellectual Property Office of Ireland, here are a few tips to ensure your message gets here quickly and safely.

1. In the case of applications for Patents, Trade Marks and Designs, ensure that you have agreed to enter into correspondence by email with the Office. This agreement will be in the form of a tickbox on the relevant IP application form.

> Please tick box if you wish the Office to correspond with you by email in relation to this application ☐

2. Ensure that the email address you supply to the Office, (e.g. on an application form) is correct and in use. The Office cannot be held responsible if you do not check your email account regularly.

3. Ensure that you have the correct Office email address. Our main contact details are available on the Intellectual Property Office of Ireland website. Email correspondence should be addressed to the Office or Section mail box rather than to an individual. Emails addressed to an individual may not be attended to quickly, – especially if the staff member is absent.

4. Ensure that the subject line contains information regarding the nature of the enquiry, i.e. "Patent procedure in Ireland – Request for information". Please do not leave this subject line blank. Any emails that contain a blank subject line will be delayed by our mail system.

5. If corresponding in relation to a particular Patent, Trademark or Design, please quote that relevant application number in the subject line of your email, i.e. Patent Application Number S2009/5866 – Extension of time. This will speed up the process of the email allocation to the relevant section/staff member.

6. For security reasons please do not use or attach image files with the extension .jpg, .gif, etc. These may be blocked by our system. The preferred and acceptable file format is .pdf. Your file can be converted using Adobe Acrobat.

7. 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 area.

8. Emails to section mailboxes are automatically acknowledged. For your own benefit consider using use Read Receipts and Delivery Notes, particularly if sending emails to the general Office mailbox. If a dispute occurs over the delivery of an email, you can clearly see if the email was received in the Office and read by a member of staff.

9. When sending attachments, please note that there is a 5MB maximum size limit on any email with attachments. Any email with a size greater that this shall be delayed by our mail system. Please use file compression software, for example WinZip, to reduce the size of the attachment.

10. Please take note of 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.