

Prohibited and Restricted Goods

Effective from May 2016

In common with other major delivery companies, there are certain goods and substances that we cannot accept and must not be sent by customers. This is to comply with national and international regulations governing the carriage of mail, to protect the health, safety and wellbeing of our employees, customers and the general public. You are responsible for checking whether or not an item is prohibited or restricted.

What are the prohibitions?

Unless specifically permitted, we cannot carry dangerous goods. 'Dangerous goods' are articles or substances which are capable of posing a risk to health, safety, property or the environment. Existing regulations prohibit sending the majority of dangerous goods in the mail. We also prohibit other items for legal reasons, or where in our opinion they may be harmful or dangerous to our customers or employees.

Section 14 of the EU format SDS indicates that a product is classified as dangerous goods by the presence of a four digit 'UN' number.

Products bearing the following consumer warning markings are also classified as dangerous goods.



Explosives



Flammable solids/liquids



Gases



Oxidizing substances



Toxic



Hazardous to the environment



Corrosive substances

We can carry limited quantities of certain dangerous goods, but please always speak to your account manager first.

European regulations require a Safety Data Sheet (SDS) to be provided for many products, either before or at the time of first delivery. Your account manager can explain this, and other labelling and documentation requirements.

What are the restrictions?

There are some items that can be carried only when specific requirements are met.

If you are posting to international destinations there may be other specific items not listed here which certain destinations will not accept, and some items are prohibited from being sent on particular services. Particular destination exclusions and restrictions are shown in the relevant country information pages at parcelforce.com/countries.

Please remember that this section provides a guide and should be read in conjunction with the Parcelforce Worldwide Conditions of Carriage.

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Restrictions and Prohibitions

Restrictions

We can carry the following items for you, but conditions are applied, either by us or the destination authorities. This list is not definitive and may be changed from time to time. Please refer to parcelforce.com for the most up to date information.

Aerosols

Aerosol type	UK destinations	International destinations
*Aerosols for personal grooming or medicinal purposes (including deodorants, body sprays, hair sprays, shaving and removal creams)	Yes All UK services	No
Aerosols for other purposes (including spray paints, lacquers, polishes, solvents, air-fresheners, oven cleaners etc.)	No	No

*Volume per item must not exceed 350ml. No more than two aerosols can be sent in any one package. Valves must be protected by a cap or other suitable means to prevent inadvertent release of the contents during transport. Aerosols must be tightly packed in strong outer packaging and must be secured or cushioned to prevent any damage. Any package containing aerosol(s) must display the "ID8000" label. See Annex A. The sender's name and return address must be clearly visible on the outer packaging.

Alcoholic beverages

Alcoholic beverage type	UK destinations	International destinations
Alcoholic beverages and liquids (less than 24% ABV), e.g. beer; ale; cider; fortified wine; champagne	Yes All UK services	Yes
Alcoholic beverages and liquids (more than 24 % ABV but not more than 70% ABV), e.g. whisky; vodka; most spirits and liqueurs	Yes All UK services	No
Alcoholic beverages and liquids (greater than 70%ABV)	No	No

Volume must not exceed 1litre for any one item and no more than two items can be sent in any one package. The items must be securely closed and placed in a leak-proof liner, such as a sealed polythene bag. Surround with absorbent material and sufficient cushioning material to protect each item from breakage. No more than two items can be sent in any one package. Mark as 'FRAGILE' when sending glass bottles. The sender's name and return address must be clearly visible on the outer packaging.

Arms and ammunition

Carriage of firearms

A service for Section 1 and 2 firearms and low-powered airguns (as defined by the Firearms Act 1968, as amended), imitation firearms, de-activated guns, antique firearms and paintball guns is available to contract customers only, at the absolute discretion of Parcelforce Worldwide, and is subject to Parcelforce Worldwide providing prior written agreement in advance. Where Parcelforce Worldwide provide concurrence to sending firearms, it is subject to a number of conditions which include:

- Collections and deliveries of section 1 and 2 firearms will only be accepted where it can be shown to Parcelforce Worldwide's satisfaction that both the sender and the recipient are Registered Firearms Dealers.
- Section 1 and Section 2 firearms, low-powered airguns, imitation firearms, antique firearms and paintball guns may be permitted for Zone 1 to 1 on express Secure **9,10** or **AM** services; deliveries to Zones 2 and 3 must be on an express**48** service and include 'do not air uplift' sticker on the parcel.
- Customers may only despatch low powered air weapons for the purpose of repair in accordance with UK law.
- Imitation firearms, de-activated firearms, antique firearms and paintball guns can be sent to a home address, subject to compliance with UK law.
- Parcelforce Worldwide reserve the right that if any item is sent on the incorrect service, or does not include the correct labelling, or is a prohibited/restricted item then a charge of £20 will be levied in addition to the carriage charge and returned to the sending customer.
- All firearms must be clearly labelled 'Strictly addressee only' and 'Do not leave with a neighbour'.

Batteries

The table below outlines what types of battery can or cannot be sent subject to the conditions detailed below.

Battery type	UK destinations	International destinations
New alkaline, nickel metal hydride (NiMH) or nickel cadmium (NiCd) batteries, including household AA and AAA (except lithium batteries)	Yes All UK services	Yes
Lithium ion and lithium polymer batteries sent with equipment (e.g. rechargeable batteries sent with equipment but not installed in the equipment)	Yes All UK services	No
Lithium ion/polymer batteries contained in equipment (e.g. rechargeable batteries found in electronic devices)	Yes All UK services	Yes
Lithium ion/polymer batteries sent on their own (e.g. lithium batteries sent as replacements)	Within Zones 1 & 2 - mainland only (excluding Scottish Islands).	No
Lithium metal batteries sent with equipment (e.g. non-rechargeable batteries found with electronic devices)	Yes All UK services	No
Lithium metal batteries contained in equipment (e.g. non-rechargeable batteries found in electronic devices)	Yes All UK services	Yes
Lithium metal batteries sent on their own (e.g. lithium batteries sent as replacements)	Within Zones 1 & 2 - mainland only (excluding Scottish Islands).	No
New wet, non-spillable batteries (e.g. sealed lead acid batteries, absorbed glass mat and gel cell batteries)	Yes All UK services	No
Other batteries classified as dangerous goods by the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organisation (ICAO) including wet spillable lead acid/lead alkaline batteries (including car batteries); damaged batteries of any type; and used alkaline, nickel metal hydride or nickel cadmium batteries.	No	No

The following details the requirements for each battery type that can be sent.

Alkaline, nickel metal hydride (NiMH) or nickel cadmium (NiCd) batteries - Must be new and sent unopened in their original retail packaging. Surround with cushioning material e.g. bubble wrap. The sender's name and return address must be clearly visible on the outer packaging.

Lithium ion/polymer batteries sent with equipment - The maximum number of batteries allowed in each package is the minimum number required to power the equipment plus two spares. The maximum net quantity of cells or batteries is 5kg per package. Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. Each cell and battery must be of a type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, section 38.3. Batteries are subject to these tests irrespective of whether the cells of which they are composed have been so tested. Cells and batteries must be manufactured under a quality management programme as specified in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Any person preparing or offering cells or batteries with equipment for transport must receive adequate instruction on the requirements commensurate with their responsibilities. The consignment must be accompanied with a document with an indication that the package contains lithium ion cells or batteries; that the package must be handled with care and that a flammability hazard exists if the package is damaged; that special procedures must be followed in the event the package is damaged, to include inspection and repacking if necessary; and also a telephone number for additional information. Cells and batteries must be packed in inner packagings that completely enclose the cell or battery.

Cells and batteries must be protected against short circuit, including protection against contact with conductive materials within the same packaging that could lead to a short circuit. The equipment sent with cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. Outer package must display the Lithium battery handling label (See Annex A). The sender's name and return address must be clearly visible on the outer packaging.

Lithium ion/polymer batteries contained in equipment - Each package must contain no more than four cells or two batteries installed in equipment. The maximum net quantity of cells or batteries is 5kg per package. Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. Each cell and battery must be of a type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, section 38.3. Batteries are subject to these tests irrespective of whether the cells of which they are composed have been so tested. Cells and batteries must be manufactured under a quality management programme as specified in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Any person preparing or offering cells or batteries in equipment for transport must receive adequate instruction on the requirements commensurate with their responsibilities. Cells and batteries must be protected against short circuit. The equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. The sender's name and return address must be clearly visible on the outer packaging.

Lithium ion/polymer/metal batteries sent on their own - Limited to contract customers only via the concurrence process and only available to limited mainland destinations (road only).

Must be sent in compliance with Special Provision 188 of ADR:

Cells and batteries offered for carriage are not subject to other provisions of ADR if they meet the following:

(a) For a lithium metal or lithium alloy cell, the lithium content is not more than 1g, and for a lithium ion cell, the Watt-hour rating is not more than 20Wh;

(b) For a lithium metal or lithium alloy battery the aggregate lithium content is not more than 2g, and for a lithium ion battery, the Watt-hour rating is not more than 100Wh. Lithium ion batteries subject to this provision shall be marked with the Watt-hour rating on the outside case, except those manufactured before 1 January 2009;

(c) Each cell and battery must be of a type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, section 38.3. Batteries are subject to these tests irrespective of whether the cells of which they are composed have been so tested. Cells and batteries must be manufactured under a quality management programme as specified in ADR. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden.

(d) Cells and batteries shall be packed in inner packagings that completely enclose the cell or battery. Cells and batteries shall be protected so as to prevent short circuits. This includes protection against contact with conductive materials within the same packaging that could lead to a short circuit. The inner packagings shall be packed in strong outer packagings which conform to the provisions of 4.1.1.1, 4.1.1.2 and 4.1.1.5;

(e) Each package shall be marked with the following:

(i) an indication that the package contains "lithium metal" or "lithium ion" cells or batteries, as appropriate;

(ii) an indication that the package shall be handled with care and that a flammability hazard exists if the package is damaged;

(iii) an indication that special procedures shall be followed in the event the package is damaged, to include inspection and repacking if necessary;

and

(iv) a telephone number for additional information;

(f) Each consignment of one or more packages marked in accordance with paragraph (e) shall be accompanied with a document including the following:

(i) an indication that the package contains "lithium metal" or "lithium ion" cells or batteries, as appropriate;

(ii) an indication that the package shall be handled with care and that a flammability hazard exists if the package is damaged;

(iii) an indication that special procedures shall be followed in the event the package is damaged, to include inspection and repacking if necessary;

and

(iv) a telephone number for additional information;

(h) Each package shall be capable of withstanding a 1.2m drop test in any orientation without damage to cells or batteries contained therein, without shifting of the contents so as to allow battery to battery (or cell to cell) contact and without release of contents; and

(i) Packages shall not exceed 30kg gross mass. As used above and elsewhere in ADR, "lithium content" means the mass of lithium in the anode of a lithium metal or lithium alloy cell. Separate entries exist for lithium metal batteries and lithium ion batteries to facilitate the carriage of these batteries for specific modes of carriage and to enable the application of different emergency response actions.

Any person preparing or offering cells or batteries with or in equipment for transport must receive adequate instruction on the requirements commensurate with their responsibilities.

Lithium metal/alloy batteries sent with equipment - The maximum number of batteries allowed in each package is the minimum number required to power the equipment plus two spares. The maximum net quantity of cells or batteries is 5kg per package. The lithium content must not be more than 1g per cell or 2g per battery. Each cell and battery must be of a type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, section 38.3. Batteries are subject to these tests irrespective of whether the cells of which they are composed have been so tested. Cells and batteries must be manufactured under a quality management programme as specified in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden.

Any person preparing or offering cells or batteries with equipment for transport must receive adequate instruction on the requirements commensurate with their responsibilities. The consignment must be accompanied with a document with an indication that the package contains lithium metal cells or batteries; that the package must be handled with care and that a flammability hazard exists if the package is damaged; that special procedures must be followed in the event the package is damaged, to include inspection and repacking if necessary; and also a telephone number for additional information. Cells and batteries must be packed in inner packaging's that completely enclose the cell or battery. Cells and batteries must be protected against short circuit, including protection against contact with conductive materials within the same packaging that could lead to a short circuit. The equipment sent with cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. Outer package must display the Lithium battery handling label. The sender's name and return address must be clearly visible on the outer packaging. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden.

Lithium metal/alloy batteries contained in equipment - Each package must contain no more than four cells or two batteries installed in equipment. The maximum net quantity of cells or batteries is 5kg per package. The lithium content must not be more than 1g per cell or 2g per battery. Each cell and battery must be of a type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, section 38.3. Batteries are subject to these tests irrespective of whether the cells of which they are composed have been so tested. Cells and batteries must be manufactured under a quality management programme as specified in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden.

Any person preparing or offering cells or batteries in equipment for transport must receive adequate instruction on the requirements commensurate with their responsibilities. Cells and batteries must be protected against short circuit. The equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. The sender's name and return address must be clearly visible on the outer packaging.

Wet, non-spillable batteries - Batteries must comply with Special Provision 238 of the UN Recommendations on the Transport of Dangerous Goods, Model Regulations (please check with the manufacturer or distributor). No more than one battery in any one package. Maximum weight 1.5kg. Item must be protected against short circuit (by the effective insulation of exposed terminals) and securely packaged. Package must be marked "NOT RESTRICTED" and "SPA67 /SP238". The sender's name and return address must be clearly visible on the outer packaging.

Biological Substance (Category B)

Diagnostic specimens including blood and urine. Category B (UN3373) as classified in the latest edition of the ICAO Technical Instructions for Safe Transport of Dangerous Goods by Air. May only be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution. The total sample volume/mass in any parcel must not exceed 50ml/50g. All biological substances must be posted in packaging that complies with Packaging Instruction 650 of the Technical Instructions, however dry ice (UN1845) is not permitted. The sender's name and return address must be clearly visible on the outer packaging. Infectious Substances assigned to Category B are only permitted for destinations within the United Kingdom.

Financial documents

None of the following can be sent on any Parcelforce Worldwide export service. They can only be sent on a Parcelforce Worldwide UK service, however these items are excluded from compensation.

Money: bankers drafts, current bank notes, currency notes or coins, postal orders, cheques or dividend warrants; bearer securities including share warrants, scrips, or subscription certificates, bonds or relative coupons, unfranked postage stamps, or revenue stamps, (except a revenue stamp embossed or impressed on an instrument which has been executed); coupons, vouchers, tokens, lottery tickets, scratch cards or similar items which can be exchanged themselves or with any other item for money, goods or services; national insurance stamps; all tickets, including travel and events. Out of circulation coins (not made of Silver or Gold) are classed as Collectables.

International Export Licences and International Packaging

Items requiring Parcelforce Worldwide to obtain any special licence or permit for transportation, importation or exportation; or consignments with a declared value for customs in excess of that permitted for the particular destination should not be sent on any international service.

Any items packaged in Kraft paper cannot be sent via our globalexpress service.

Lighters (new, not containing flammable liquids or gases)

Must be new, empty and sent unopened in their original retail packaging. A sender's name and return address must be clearly visible on the outer packaging

Living creatures (including bees, spiders, insects, worms and fish fry)

Some living creatures may be carried on certain services, subject to Parcelforce Worldwide's prior written agreement. Please contact your account manager.

Perfume and aftershave (including Eau de Toilette, eau de perfume)

May be sent within the UK, Channel Islands and Isle of Man only. Volume per item must not exceed 150ml. No more than four perfumes or aftershaves can be sent in any one package. The perfume or aftershave must be within its original retail packaging and then placed in strong outer packaging. The inner packagings must be packed, secured or cushioned to prevent breakage or leakage of their contents into the outer packaging. An ID8000 label must be applied (See Annex A). The sender's name and return address must be clearly visible on the outer packaging.

Nail varnish and polish

May be sent within the UK, Channel Islands and Isle of Man only. Volume per item must not exceed 30ml. No more than four bottles of nail varnish can be sent in any one package. Bottles of nail varnish must be placed in strong outer packaging and be so packed, secured or cushioned in such a way that they cannot break, be punctured or leak their contents into the outer packaging. An ID8000 label must be applied (See Annex A). The sender's name and return address must be clearly visible on the outer packaging.

Perishables

Fresh fruit, meat, fish and other perishable articles should be able to withstand transit times of at least 48 hours and must be sent on a next day service as a minimum requirement within the UK. Packages must be clearly labelled 'PERISHABLE'.

Packages of fish should be smoked or chilled, and sealed in vacuum packs before sending. In all cases, they must be enclosed in adequate polystyrene containment to prevent contamination. It is the responsibility of the shipper to package all perishable articles in such a manner that during transport the contents are kept at an appropriate temperature that is unlikely to give rise to a risk to health. Certain international destinations prohibit the import of perishable articles, including perishable and non-perishable foodstuffs. Please check individual country restrictions before sending

Consignments containing perishable foodstuffs or articles (including plants, flowers, medicines, seeds and other vegetable products intended for further processing) using our international services. In addition to country-specific restrictions, perishable articles cannot be sent using the **global^{express}** or **global^{value}** services. Any foodstuffs, whether perishable or not, cannot be exported using the **europriority^{business}** service. Foodstuffs also cannot be sent to certain destinations through the **europriority^{home}** service. For more information about service availability, or for country-specific prohibitions, exclusions or licence requirements, please refer to **parcelforce.com**. For further information on exporting perishable foodstuffs and articles, please contact DEFRA on 08459 735 577.

Plants

Live plants may only be sent in accordance with the terms and conditions set out in the heading 'Perishable foodstuffs and articles' above.

Prescription medicines drugs sent for scientific purposes

May only be sent by, or at the specific request of, a qualified medical practitioner, registered dental practitioner, veterinary surgeon, registered nurse or a recognised laboratory or institution. Volume/ mass per item must not exceed 50ml/50g. The medicines must be securely closed and placed in a leak-proof container such as a sealed polythene bag (for liquids) or a sift-proof container (for solids). Must be tightly packed in strong outer packaging and must be secured or cushioned to prevent any damage. The sender's name and return address must be clearly visible on the outer packaging. If the medicines are classified as dangerous goods (flammable or toxic) by the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air, an ID8000 label must be applied (See Annex A).

Radioactive materials

Radioactive materials not classified as dangerous goods in the latest edition of the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air, such as samples of granite rock, can be sent to UK and International destinations. Surround with cushioning material e.g. bubble wrap. The sender's name and return address must be clearly visible on the outer packaging.

Sharp objects and instruments (including scissors and kitchen knives/utensils)

These items may only be despatched if they are packaged appropriately so that they do not present a risk to staff, other packages or recipients.

Works of art

Works of art cannot be exported using the **europriority^{business}** service and some destinations on the **europriority^{home}** service. For further information refer to **parcelforce.com**. Works of art can be sent using the **global^{express}** service, but are excluded from compensation for loss or damage.

[†] Restrictions apply to countries delivered through GLS on **euro^{priority}**. These are: Austria, Belgium, Bulgaria, Czech Republic, Estonia, Finland, Germany, Hungary, Italy, Latvia, Lithuania, Luxembourg, Monaco, Netherlands, Poland, Romania, Slovakia, Slovenia.

Prohibited goods

In the event of Parcelforce Worldwide returning an item to the sender due to contravention of customs regulations for Prohibited Goods, the charges will not be refunded and a return charge may apply.

Arms and ammunition

Ammunition (other than lead pellets and other airgun and airsoft projectiles) is prohibited.

All weapons (including Section 5 firearms, CS gas and pepper sprays, flick knives, tasers and stun guns; components of firearms and all other items similar to, or resembling the foregoing) are prohibited.

Christmas crackers

Christmas Crackers are prohibited.

Counterfeit currency

Counterfeit currency and counterfeit stamps are prohibited.

Dangerous Goods

To comply with strict transport regulations and in line with other parcel delivery companies, Parcelforce Worldwide does not carry the majority of goods classified as dangerous in the latest edition of the International Civil Aviation Organization's Technical Instructions for the Safe Transport of Dangerous Goods by Air. Prohibited dangerous goods include (for example):

- Explosives such as fireworks, flares and blasting caps
- Gases including cylinders for camping stoves, gas cartridges, fire extinguishers and scuba tanks
- Flammable liquids including acetone, benzene, petroleum, lighter fluid, solvent-based paint thinners and removers and many paints, enamels and adhesives
- Flammable solids including magnesium, phosphorous, potassium, sodium, sodium hydride, zinc powder, fire lighters and matches
- Oxidising materials or organic peroxides, (including many disinfectants, nitrates and hair dyes or colourants containing peroxide).
- Toxic or infectious substances
- Radioactive material
- Corrosives including acids, corrosive paint and rust removers, caustic soda, some dyes, mercury and gallium metal
- Miscellaneous, e.g. car airbag inflators, dry ice

Unless specifically identified within the Restricted Goods section (above), we do not carry dangerous goods and such items are not covered by our compensation. Sending prohibited dangerous goods or failing to comply with the conditions which apply to those that are permitted is a criminal offence which may result in prosecution. In such circumstances, Parcelforce Worldwide may deal with the goods as it sees fit, including destroying or disposing of the relevant items.

Damaged batteries

Damaged batteries of any sort and those identified by the manufacturer as being defective for safety reasons are strictly prohibited and must not be sent.

Drugs and certain substances

Controlled drugs and drugs detailed in the Misuse of Drugs Act 1971 (as amended) may not be sent by any Parcelforce Worldwide service. Those discovered in transit will be stopped, and handed to Customs or the Police, who may take legal action against the sender and/or recipient. Examples: cocaine, cannabis resin, LSD, heroin, amyl nitrate, leaves from the Catha Edulia plant, narcotics, morphine, opium, psychotropic substances etc.

Controlled drugs and drugs detailed in the Misuse of Drugs Act 1971 (as amended) may not be sent by any Parcelforce Worldwide service. Those discovered in transit will be stopped and handed to HM Revenue & Customs or the police, who may take legal action against the sender and/or recipient.

Certain other substances which may be prohibited or are illegal to import or export to and from certain countries, or which Parcelforce Worldwide considers to have as having an effect similar to a Controlled Drug may be deemed as prohibited by Parcelforce Worldwide.

Frozen food

For all International services, foodstuffs and perishable food articles and beverages requiring refrigeration or other environmental control are prohibited.

Foreign and Illegal Lottery tickets

Foreign and Illegal lottery tickets and related advertisements for illegal lotteries are prohibited.

Goods made in foreign prisons

Goods made in foreign prisons (except those imported for a non-commercial purpose) of a kind not manufactured in the UK or those in transit.

Human and animal remains

Human remains (including ashes) and dead animals (including preserved animal parts and skins) are prohibited.

Indecent, obscene or offensive articles

Including pornography as detailed in Part 5 of the Criminal Justice and Immigration Act 2008 and indecent photographs or pseudo-photographs of a child as detailed in section 160 and 161 of the Criminal Justice Act 1988. Indecent, obscene or offensive communications, prints, photographs, books or other articles, and packets bearing grossly offensive, indecent or obscene words, marks or designs are prohibited. Those discovered in transit will be stopped, and handed to Customs or the Police, who may take legal action against the sender and/or recipient.

Infectious substances

Infectious substances assigned to Category A (UN2814 or UN2900) as classified in the latest edition of the ICAO Technical Instructions for Safe Transport of Dangerous Goods by Air are prohibited. Clinical and medical waste, including contaminated dressings, bandages and needles, is prohibited.

Live animals or insects

For all International services live animals (including snakes, mice and reptiles) are prohibited.

Misleading endorsements

Parcels must not bear words, marks or designs which are unauthorised and which may reasonably lead the recipient to believe that the package has been sent On Her Majesty's Service.

Filth

Foul or disgusting material is prohibited.

Waste, dirt, filth or refuse

Foul or disgusting material (including household waste) is prohibited.

Wet ice (frozen water)

Sanctions

A number of countries and international organisations, including the UK, the European Union and the United Nations, impose certain restrictions, also known as sanctions, on what you can send to certain individuals, organisations or countries.

We cannot accept – and customers must not send – parcels which are in breach of sanctions.

Sanctions can take many forms but are generally aimed at preventing certain goods, services, finance and knowledge being supplied to particular recipients. Parcels containing certain kinds of items may be prohibited from being sent to or from countries which are subject to sanctions, unless you obtain a licence from the appropriate Government department. These countries currently include Iran, Syria, Belarus and North Korea, although there are many others and the list changes. Sanctions also restrict any dealings with certain designated individuals and organisations, wherever they are based (including the UK), for example by sending them money or goods.

Further information about sanctions can be found at [parcelforce.com/sanctions](https://www.parcelforce.com/sanctions). This website includes links to the UK Government's dedicated sanctions website which will give you the up to date position on the countries, individuals and organisations concerned. You should check these websites before posting.

ANNEX A : Make sure your items are labelled correctly.

For packages which need to be labelled with an ID8000 label or a Lithium battery handling label please follow the instructions below:

ID8000, Consumer commodity Permitted in UK Domestic Mail Only

Medicines
 Perfume/Aftershave
 Nail Varnish
 Toiletry or medicinal aerosols

Exempt from requirements for dangerous goods transport document (shipper's declaration or dangerous goods note), air transport acceptance check and notification to pilot in command (NOTOC). Overpacking by the sender not permitted.

Consumer Commodity in UK Mail label (ID8000)

- Label must be 99 x 139mm in size.
- Tick the relevant box according to the contents of the package. If sending multiple items, tick all the boxes that apply.
- Apply the label securely and visibly to the outer packaging.

Lithium battery handling label

CAUTION!

Lithium _____ Battery

DO NOT LOAD OR TRANSPORT PACKAGE IF DAMAGED

For more information, call _____

- Label must be 120 x 110mm (large packages) or 74 x 105mm (on packages which are too small to bear larger labels) in size.
- Write or print the word 'metal' or 'ion' in the space after Lithium to indicate the type of battery contained within the package.
- Include a contact telephone number.
- Apply the label securely and visibly to your outer packaging.

The sender's name and return address must be clearly visible on the outer packaging.