

## **Prohibited Items and Non-Compensable List**

You are responsible for what your shipment contains. Never send a shipment on behalf of someone else without inspecting it yourself as you will be responsible for its contents and charges if required.

It is essential that you do not risk sending prohibited items. Every item is x-rayed and subjected to security searches at every depot on its way to its destination. If you include prohibited items in your shipment, your consignment will be stopped and returned to you. No refund will be given for consignments returned to you under these circumstances and a security processing charge of £25 will be collected from your payment card before it is delivered back to you. In certain cases, your consignment may be seized by Customs and action taken against you by the relevant authorities.

Please see below a list of prohibited items. These items cannot be packed or shipped, nor any similar item in description or content, on our services. Please note that there may be other prohibited items not specified here relating to a particular country of origin/destination and therefore will be refused by us.

There are some items which are prohibited for international shipments only, these items will also not be covered in the event of loss or damage if sent on a domestic service.

There is also a list of non compensation items, it is possible to send these items both on domestic and international service, however, these items will not be covered in the event of loss or damage.

If your shipment contains any prohibited or non-compensation items and those items result in damages to other items contained in your shipment, then no damage claim can be made on those items. It is your responsibility to ensure your shipment has adequate external and internal packaging to protect all items contained from damages.

All musical instruments sent on any of our services must be sent in a hard case and packaged according to manufacturer instructions. These items will not be covered for damage.

## **Prohibited items**

- Aerosols or other pressurised containers; ie/ hairspray, deodorant
- Airbag
- Alcohol or alcoholic liquids
- Animals or animal products of any form, including Fish (alive or dead)
- Animal food
- Animal Fur
- Baby milk formula
- Batteries of any size and kind and Items containing Built In Batteries
- Biological samples
- Car/vehicle parts
- Car batteries
- Cash / cheques / money orders / credit cards / travellers cheques / currency of any kind
- Chemicals / acids
- Christmas Crackers
- Cigars, cigarettes, e-cigarettes, vapes
- Compressed Gas
- Counterfeit goods
- Dangerous / Hazardous goods
- Drugs, including prescription medication
- Electric bicycles/wheelchairs
- Engine/motor/generators
- Fibreglass
- Filth, foul or disgusting material
- Fire Extinguishers
- Flammable goods; liquids / pastes / gels; ie/ nail varnish or perfume or corrosive liquids
- Food items including herbs, spices, dried, packaged or otherwise

- Gold
- Guns, Rifles, Firearms and ammunition, including replica weapons / knives / blades (this also includes water pistols) / explosives
- Hair
- Hand sanitiser
- Hoverboards/e-scooters
- Human or animal remains / Ashes
- Indecent, obscene or offensive articles of any kind
- Infectious substances
- Ink and toner cartridges
- Ivory and Ivory derivatives
- Knives of all kinds
- Liquids
- Living creatures
- Lottery tickets
- Meat, fish and perishable goods
- Medical samples and devices
- Nail polish
- Personal documentation including passports
- Pharmaceutical products
- Photographic chemicals
- Plants, flowers, seed or derivatives
- Pornographic material of any kind
- Powerbanks/portable chargers
- Printer toner
- Perfume, After Shave and Cologne, all of which are classified as flammable liquids
- Ski wax
- Slush syrup

- Stamps (unless Franked)
- Tobacco and Tobacco derivatives
- Vouchers
- Weapons including replicas
- Windscreens
- White Goods including sofas, sinks, mattresses, toilets
- Liquids, oils, pastes and gels of any type
- One of a kind, irreplaceable or sentimental articles

### **Non compensation**

- Amber
- Antiques
- Appliances
- Art Work including canvases and frames
- Bottles
- Bulbs
- Cameras
- Ceramics / China / Porcelain / Chandeliers
- Clocks
- Computers and similar items (Remove graphics card from your computer tower before sending)
- Concrete
- Crystal
- Diamonds
- Dinner service/sets
- Documentation
- Electronics (appliances, devices, tools, computers, laptops)
- Fiberglass

- Figurines/statues/ornaments
- Fishing rods
- Food
- Fragile items
- Furniture
- Gems and gemstones
- Glass
- Gold
- Hamper
- Headlights
- Jewellery (all)
- Lamps
- Lenses
- Lighting
- Marble
- Microscopes
- Mirrors
- Musical instruments
- Packaging
- Pewter
- Porcelain
- Pottery
- Pots
- Precious metals
- Printers
- Projectors
- Resin
- Scanners

- Screens, for example – computer monitors, televisions, laptops, tablet/mobile screens
- Silver
- Sim cards
- Skis
- Spectacles
- Stoneware
- Snowboards
- Suitcases, holdalls, duffel bags and similar
- Surfboards
- Tea sets
- Telescopes
- Televisions
- Tickets
- Tiles
- Torches
- Vases
- Watches
- Windows or window frames