

General prohibitions and restrictions



To comply with strict transport regulations and in line with other parcel delivery companies, Parcelforce Worldwide does not carry any goods classified as dangerous in the latest edition of the International Civil Aviation Organisation's Technical Instructions. Dangerous goods are listed in the nine hazard classes as shown within this document.

Parcelforce Worldwide also prohibits other materials and products that may be hazardous to our staff and operation. Please note that the examples quoted are not exhaustive lists. 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.

We also list some goods which are not covered by our inclusive compensation, and detail some occasions where the delivery speed guarantee does not apply. 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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Goods excluded from compensation

Please note this list is not definitive and may be changed from time to time.

Please be aware that the following goods are excluded from compensation:

Fragile items

Unless stated otherwise, we'll pay compensation for loss or delay of parcels, but not damage to the items.

- **Cases (including suitcases and musical instrument cases)** used as external packaging; where hard outer cases are used as packaging, the case will not be covered for damage. This does not affect damage claims for contents providing that our packaging guidelines have been followed.
- **Ceramics** or composites wholly or partially made of china and/or porcelain.
- **Fossils**, stones or stoneware, including fragonite
- **Glassware** – items wholly or partially made of fragonite, or containing glass, e.g. glazed picture frames or PC monitors.
- **Lighting** – damage in transit or in handling of fluorescent tubes, neon lighting, neon signs, X-ray tubes, laser tubes and light bulbs or other inherently fragile items.
- **Marble or any stoneware** or derivatives, including fragonite and granite.
- **Musical instruments** – no enhanced compensation is available. We'll pay compensation for loss, delay or damage up to the maximum inclusive compensation, and on condition that the item is packaged correctly (see our Packaging Guidelines).
- **Plaster items**, including plaster of paris, and Fibre Clay.
- **Resin items** including amorphite, amber and composites.

Perishable foodstuffs and articles

- **Eggs** – compensation will be paid for loss or delay but not in the event of damage.
- **Cakes** – compensation will be paid for loss or delay but not in the event of damage.
- **Plants, cut flowers and seeds (see below).**
- **All other perishable foodstuffs and articles** – (including plants, flowers, medicines, seeds and other vegetable products intended for further processing), may only be sent in accordance with the terms and conditions set out under the heading "Perishable foodstuffs and articles" in the "Restricted Goods" section of this document. In the case of Consignments for delivery in the UK which contain perishable foodstuffs or articles, these must be sent by a guaranteed next day service as a minimum requirement, and be able to withstand transit times of at least 48 hours. Claims for damage will not be accepted where the goods have perished and the parcel was delivered within 48 hours. Please also note that claims for damage caused by late delivery will not be accepted where this was outside of our control. In the case of Consignments containing perishable foodstuffs or articles sent using our international services, we will not pay compensation for the loss or delay of the Consignment or damage to the items.

Money

- **Lottery tickets**, scratch cards and similar items.
- **Money, coins, financial documents** – or money's equivalent including 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.
- **Negotiable documents.**
- **Stamps** – un-obliterated postage or revenue stamps. Out of circulation stamps are treated as collectables for compensation purposes (see Collectables, above).
- **Tickets**, or tickets which are exchangeable for goods or services (including without limitation, airline tickets or tickets for any mode of transportation).

Valuable

- **Antiques** (objects over 100 years old).
- **Articles** made largely or wholly of gold, silver or other precious metals.
- **Collectables** - items which have appreciated in value either due to their scarcity or due to their being out of production are not excluded from cover, but any compensation payable for loss of, or damage to, any collectable shall be limited to the actual price paid for the item.
- **Diamonds** and other precious stones.
- **Fur** (except imitation).
- **Jewellery** (except imitation).
- **Sim cards**
- **Watches**

Other

- **Any items or commodity** that by its inherent nature is particularly susceptible to damage, or the market value of which is particularly variable or difficult are also excluded from compensation cover.

The following items are goods excluded from compensation when using **globalexpress**, in addition to the items listed above.

- **Artwork** – including any work created or developed by the application of skill, taste or creative talent for sale, display or collection. This includes without limitation items such as paintings, drawings, vases, tapestries, limited edition prints, fine art, statues, sculptures, collector's items, customised or personalised musical instruments or similar items.
- **Film** – or photographic images, including photographic negatives, photographic chromes and photographic slides.

Restricted goods

We can carry the following items for you, but with conditions applied, either by us or the destination authorities. This list is not definitive and may be changed from time to time.

Alcoholic beverages

Alcoholic content should not be greater than 70%. Alcohol that will result in excise duty may not be exported using **europriority^{business}** and some destinations using **europriority^{home}**. Customers sending alcohol on **globalexpress** should note that the majority of destinations only accept items sent between licenced senders and recipients. Quantity and value limitations differ by destination country. Please contact the relevant Customs authority for more information.

Arms and ammunition

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 **9, 10, AM, 24, 48** services; deliveries to zones 2 and 3 must be on an express **48** service and include 'do not air uplift' sticker on the parcel.
- 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 items 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

Only dry batteries (for example AA or AAA batteries) in good condition and in their original sealed retail packaging may be despatched. Batteries from laptops, cameras, mobile phones and similar electronic goods, must be removed from the main body of the item and packaged separately but form part of the same parcel/consignment.

Biological Substance (Category B)

All Infectious Substances assigned to Category B must be posted in packaging that complies with Packing Instructions 650. The total sample volume/mass in any package shall not exceed 50ml/g. 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.**

Living creatures

Certain living creatures are accepted only if enclosed in packs constructed so as to prevent injury to Parcelforce Worldwide staff and its agents, or damage to other packages. The following are accepted:

- Bees.
- Destroyers of noxious pests and other insects sent to or from officially recognized institutions.
- Leeches and certain parasites.
- Silkworms.

In addition, the following may be sent to destinations in Zones 1 to 3:

- Caterpillars.
- Earthworms.
- Fish fry and eggs.
- Lugworms.
- Maggots.
- Mealworms.
- Pupae and chrysalides.
- Ragworms.

No other living creatures are accepted.

To send any of the above, express**9**, express**10**, express**AM** or express**24** services must be used for Zones 1 to 3. If you wish to send living creatures to Zones 4 to 9, please contact your Account Manager.

No living creatures can be exported using global**express**, euro**prioritybusiness** and some destinations using the euro**priority^{home+}** service.

Perishable foodstuffs and articles

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 euro**priority^{business}** service. Foodstuffs also cannot be sent to certain destinations through the euro**priority^{home+}** service. For more information about service availability, or for country-specific prohibitions, exclusions or licence requirements, please refer to www.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 drugs

Prescription drugs sent for medical or scientific purposes – for example from a medical practitioner to a hospital – must contain the address and telephone number of the sender in case of non-delivery, so that they may be returned without delay. The properties of these drugs, when classified by the sender, should not meet any of the criteria of the nine UN hazard classes. Drugs in prescription quantities may be sent by private individuals in the case of emergencies. In all cases, the sender's address and telephone number must be included on the inside of the package.

Sharp objects

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 euro**priority^{business}** service and some destinations on the euro**priority^{home+}** service. For further information refer to www.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^{home}**. These are: Austria, Belgium, Bulgaria, Czech Republic, Estonia, Finland, Germany, Hungary, Italy, Latvia, Lithuania, Luxembourg, Monaco, Netherlands, Poland, Romania, Slovakia, Slovenia.

Prohibited goods

As well as the Dangerous goods (shown overleaf) defined as those goods which meet the criteria of one or more of the nine UN hazard classes and therefore are Prohibited goods, the following other classifications of Prohibited goods also apply. We cannot carry these items and therefore these items are also not covered by our compensation.

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

Arms and ammunition

The movement of all firearms ammunition (including components thereof and airgun pellets), is prohibited for UK and international destinations.

The movement of all firearms (except those shown as restricted), their components, imitation firearms, de-activated guns, antique firearms, paint-ball guns, toy guns, low-powered air rifles, or any other thing which resembles any of the aforementioned is prohibited for export or import to or from the UK.

Christmas crackers

Christmas crackers are prohibited.

Counterfeit currency

Counterfeit currency and counterfeit stamps are prohibited.

Drugs and certain substances

Controlled drugs and drugs detailed in the Misuse of Drugs Act 1971 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.

Examples: Cannabis resin; Cocaine; leaves from the Catha Edulis plant; LSD; Morphine; Narcotics; Opium; Psychotropic substances etc.

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.

Filth

Foul or disgusting material is prohibited.

Human and animal remains

Human and animal remains (including ashes) are prohibited.

Illegal Lottery tickets

Tickets and related advertisements for illegal lotteries are prohibited.

Indecent, obscene or offensive articles

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. Any such items 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.

Infectious substances

Infectious Substances assigned to Category A are prohibited.

Items that are wet, leaking or emit an odour of any kind

Miscellaneous manufactured articles

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.

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.

As well as the Prohibited goods as already defined, the following general items are prohibited for all **international services**.

Frozen food

Including foodstuffs and perishable food articles and beverages requiring refrigeration or other environmental control.

Live animals or insects

Wet ice (frozen water)

Plus any other items that are outside of the standard Terms and Conditions

Dangerous goods

All dangerous goods are prohibited goods and cannot be sent on any of our UK or international services. We cannot carry these items and therefore these items are also not covered by our compensation.

To comply with strict transport regulations, Parcelforce Worldwide does not carry any goods classified as dangerous in the latest edition of the International Civil Aviation Organisation's Technical Instructions. Dangerous goods are defined as those goods which meet the criteria of one or more of nine UN hazard classes. These classes relate to the type of hazard and are listed below. All dangerous goods are prohibited.

Parcelforce Worldwide also prohibit or restrict other materials and products that may be hazardous to our staff and operation. Additionally, some destinations will not accept specific items and some items are prohibited from being sent by certain services. Particular destination exclusions and restrictions are shown in the relevant country information pages at www.parcelforce.com/countries

9 UN hazard classes

Class 1: Explosives



Any chemical compound, mixture or device capable of producing an explosive-pyrotechnic effect, with substantial instantaneous release of heat and gas.

All explosives are prohibited.

Examples: ammunition; blasting caps; christmas cracker snaps; fireworks; flares; fuses; igniters; nitro-glycerine etc.

Class 2: Gases

Permanent gases, which cannot be liquefied at ambient temperatures; liquefied gases, which can become liquid under pressure at ambient temperatures; dissolved gases, which are dissolved under pressure in a solvent.



- All flammable compressed gases are prohibited.

Examples: blowlamps; butane; cigarette lighters; ethane; gas cylinders for camping stoves; hydrogen; methane; propane etc.



- All toxic compressed gases are prohibited.

Examples: chlorine; fluorine etc.



- All non-flammable compressed gases are prohibited.

Examples: carbon dioxide; fire extinguishers containing such gases; neon; nitrogen etc.

- All aerosols are prohibited.

Class 3: Flammable liquids



Liquids, mixtures of liquids, or liquids containing solids in solution or suspension which give off a flammable vapour. Any liquid with a closed cup flash point below 60.5°C is prohibited.

Examples: acetone; benzene; cleaning compounds; gasoline; lighter fuel; paint thinners and removers; petroleum; solvents etc.

Class 4: Flammable solids; Substances liable to spontaneous combustion; Substances which, in contact with water, emit flammable gases



Substances liable to spontaneous combustion. Substances which, in contact with water, emit flammable gases. Solid materials which are liable to cause fire by friction, absorption of water, spontaneous chemical changes, or retained heat from manufacturing or processing, or which can be readily ignited and burn vigorously.

Examples: calcium carbide; cellulose nitrate products; matches (any type including safety); metallic magnesium; nitro-cellulose based film; phosphorous; potassium; sodium; sodium hydride; zinc powder; zirconium hydride etc.

Class 5: Oxidizing substances; Organic peroxides



Though not necessarily combustible themselves, these substances may cause or contribute to combustion of other substances. They may also be liable to explosive decomposition, react dangerously with other substances, and be injurious to health. All oxidising substances and organic peroxides are prohibited.

Examples: bromates; chlorates; components of fibreglass repair kits; nitrates; perchlorates; permanganates; peroxides etc.

Class 6: Toxic substances and Infectious substances



Substances liable to cause death or injury if swallowed or inhaled, or by skin contact. All toxic substances are prohibited.

Examples: arsenic; beryllium; cyanide; fluorine; hydrogen selenide etc.

Infectious substances containing micro-organisms or their toxins which are known to cause or are suspected of causing disease; mercury; mercury salts; mustard gas; nitrobenzene; nitrogen dioxide; pesticides; poisons; rat poison.

Infectious substances assigned to Category A are prohibited. Examples: ebola, foot and mouth disease

UN3291 clinical waste is prohibited.

Class 7: Radioactive material



All material and samples that are classified as radioactive (using Tables 2 -12 of the latest edition of the International Civil Aviation Organisation's Technical Instructions) are prohibited.

Examples: fissile material (uranium 235 etc); radioactive waste material; thorium and uranium ores etc.

Class 8: Corrosive Substances



Substances which can cause severe damage by chemical action to living tissue, other freight or the means of transport. All corrosive substances are prohibited.

Examples: aluminium chloride; caustic soda; corrosive cleaning fluid; corrosive paint remover; electric storage batteries; hydrochloric acid; rust remover/preventative; nitric acid; sulphuric acid etc.

Class 9: Miscellaneous dangerous substances and articles



Substances which present dangers not covered elsewhere.

Examples: asbestos; dry ice (solid carbon dioxide); magnetised material with a magnetic field strength of 0.159 A/m or more at a distance of 2.1m from the outside of the package.

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