What can I send?

Item	UK	Int.
Poisons, toxic liquids, solids and gases *(including substances that are liable to cause death or injury if swallowed or inhaled or by skin contact, including arsenic, cyanide, fluorine, rat poison)*	✗	✗
Prescription medicines and drugs sent for scientific or medical purposes *(toxic, flammable or toxic and flammable)*	✓	✗
Prescription medicines and drugs sent for scientific or medical purposes *(non-toxic and non-flammable including asthma inhalers)* **Packaging guidelines:** Medicines must be securely closed and placed in a sealed polythene bag (for liquids) or a siftproof container (for solids). Must be tightly packed in strong outer packaging and cushioned to prevent breakage. Sender's name and address must be visible on the parcel.	✓	✓
Radioactive materials and samples *(Classified as dangerous goods such as luminous dials from aircraft)*	✗	✗
Solvent-based paints, wood varnishes and enamels	✗	✗
Waste, dirt, filth or refuse *(including household waste. Note soil samples sent for analysis are permitted provided they are packaged so that any leaks and spills are contained in the outer packaging)*	✗	✗
Weapons *(including Section 5 firearms, CS gas and pepper sprays, flick knives and other knives that are banned under UK laws, tasers and stun guns)*	✗	✗

If you send prohibited goods or restricted goods (and you do not comply with the relevant terms and conditions), we may deal with the goods as we see fit, including but not limited to, disposing of the parcels concerned (in whole or in part).

Are you posting safely?

To comply with national and international regulations governing the carriage of mail, and ensure that mail in transport does not present a danger to the general public, we restrict or prohibit certain items from our network.

We want to ensure the mail is safe for everyone. Many everyday items, such as aerosols, nail varnish and perfumes are considered dangerous goods under transport legislation.

Failure to comply with these controls could result in prosecution.

You are responsible for checking whether or not an item is prohibited or restricted.

Consumer warning markings

Products bearing the following consumer warning symbols ARE dangerous goods and are prohibited unless specifically permitted overleaf.



Note: A product bearing only the corrosive marking (depicted bottom right above) is NOT classified as dangerous goods if the signal word and hazard statement 'Danger – causes serious eye damage' applies.

To help you...

Royal Mail can arrange for alternative formats of this booklet to be sent to you in:

- **Large print**
- **Braille**
- **Audio CD**
- **Audio Cassette**

To obtain a free copy call Customer Services on **03457 740 740**

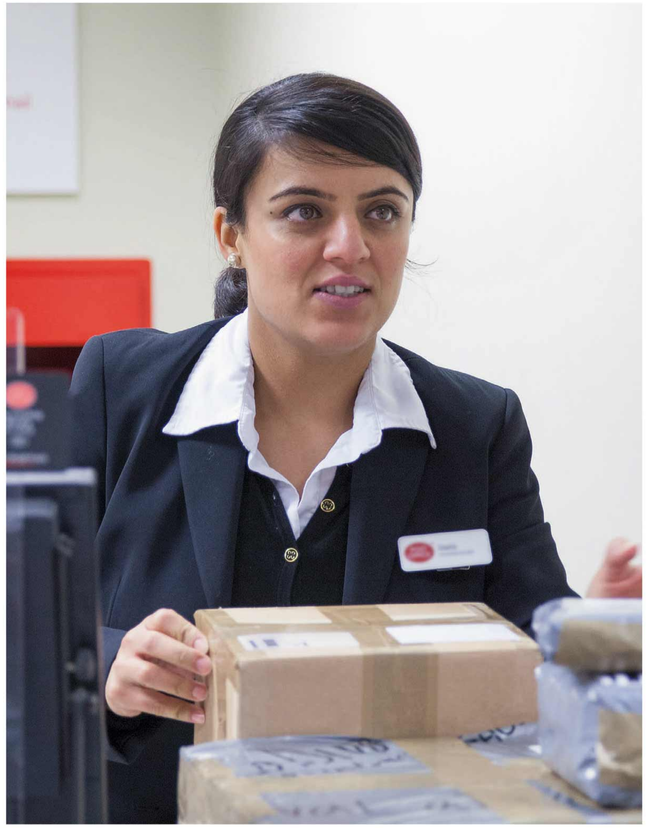
Textphone service for customers who are deaf or hearing impaired: **03456 000 606**

Alternatively, please visit **www.royalmail.com/prohibitedgoods** or **www.parcelforce.com/retailprohibitions**

Although correct on the date this leaflet went to print January 2015, prohibitions and restrictions along with other terms and conditions are subject to revision from time to time. We reserve the right to refuse any other item banned by law or that in our opinion may be harmful or dangerous to our customers or employees. Up-to-date information may be obtained by contacting Royal Mail Customer Services on 03457 740 740 or by visiting www.royalmail.com/prohibitedgoods

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RMDG11



Prohibited and restricted items

A guide to what you can and cannot send in the mail

Valid from 12 January 2015

What can I send?

This guide is for information only. For further details and a copy of our terms and conditions please visit **www.royalmail.com**

Key: ✔ Allowed in the mail ✖ Not allowed in the mail

Item	UK	Int.
Aerosols for toiletry or medicinal purposes *(including deodorants, body sprays, hair sprays, shaving and hair removal creams and medicinal aerosols for prevention or cure such as flea sprays).* **Packaging guidelines:** Valves must be protected to prevent inadvertent release of the contents. Volume per item must not exceed 500ml. No more than two items in any one parcel, tightly packed. Must be presented at the counter. Sender's name and address must be visible on the parcel.	✔	✖
Aerosols for any other purpose *(including spray paints, air fresheners, etc)*	✖	✖
Alcoholic beverages containing more than 70% alcohol by volume (ABV)	✖	✖
Alcoholic beverages containing more than 24% but not more than 70% alcohol by volume (ABV) *(e.g. gin, rum, vodka, whisky)* **Packaging guidelines:** Volume must not exceed 1 litre per item. No more than two items in any one parcel. Wrap in polythene and seal with tape. Surround with absorbent material and cushioning to prevent breakage. Mark as 'FRAGILE' when sending glass bottles. Must be presented at the counter. Sender's name and address must be visible on the parcel.	✔	✖
Alcoholic beverages containing 24% alcohol by volume (ABV) or less *(e.g. beer, wine and champagne)* **Packaging guidelines:** Volume per item must not exceed 1 litre. Wrap in polythene and seal with tape. Surround with absorbent material and cushioning to prevent breakage. Mark as 'FRAGILE' when sending glass bottles.	✔	✔
Ammunition *(excluding lead pellets and other airgun and airsoft projectiles)*	✖	✖
Batteries that are classified as dangerous goods and certain used batteries *(including wet spillable lead acid/lead alkaline batteries (such as car batteries), used alkaline metal, nickel metal hydride (NiMH), nickel cadmium (NiCd), zinc-air batteries, and damaged batteries of any type)*	✖	✖
Batteries, specifically new alkaline metal, nickel metal hydride (NiMH), nickel cadmium (NiCd) and zinc-air **Packaging guidelines:** Must be new and sent unopened in their original retail packaging. Surround with cushioning material e.g. bubble wrap.	✔	✔
Batteries, specifically new and used lithium batteries when not sent with or connected to an electronic device	✖	✖
Batteries – new wet, non-spillable *(e.g. sealed lead acid batteries, absorbed glass mat and gel cell batteries)* **Packaging guidelines:** No more than one battery in any one parcel. Maximum weight 1.5kg. Item must be protected against short circuit (by insulation of exposed terminals) and securely packaged. Package must be marked "NOT RESTRICTED" and "SPA67 / SP238".	✔	✖

Item	UK	Int.
Biological substances *(diagnostic specimens including urine, faeces and animal remains).* **Packaging guidelines:** 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, such as our Safebox product.	✔	✖
Clinical and medical waste *(e.g. contaminated dressings, bandages and needles)*	✖	✖
Controlled drugs and narcotics *(such as cannabis, cocaine, heroin, LSD, opium and amyl nitrate)*	✖	✖
Corrosives *(including dyes, acids, corrosive paint and rust removers, caustic soda, mercury and gallium metal)*	✖	✖
Electronic devices sent with lithium batteries *(including mobile phones, digital cameras, etc) where the battery is not connected to the device.* **Packaging guidelines:** The maximum number of lithium batteries allowed in each parcel is the minimum number required to power the device plus two spares. For lithium ion/polymer batteries the Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. For lithium metal/alloy batteries the lithium content must not be more than 1g per cell or 2g per battery. The maximum net quantity of cells or batteries is 5kg per parcel. 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. Cells or batteries that are defective or damaged are forbidden. Cells and batteries must be packed in inner packagings that completely enclose the cell or battery and protect them from 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. Must be presented at the counter. Sender's name and address must be visible on the parcel.	✔	✖
Electronic devices connected to lithium batteries *(including mobile phones, digital cameras, etc) where the battery is connected to the device.* **Packaging guidelines:** Each parcel must contain no more than four cells or two batteries installed in a device. For lithium ion/polymer batteries the Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. For lithium metal/alloy batteries the lithium content must not be more than 1g per cell or 2g per battery. The maximum net quantity of cells or batteries is 5kg per parcel. 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. Cells or batteries that are defective or damaged are forbidden. 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. Must be presented at the counter. Sender's name and address must be visible on the parcel.	✔	✔

Item	UK	Int.
Environmental waste *(including used batteries and used engine oil)*	✖	✖
Explosives *(including fireworks, flares, blasting caps, party poppers)*	✖	✖
Flammable liquids *(including petroleum, lighter fluid, certain adhesives, solvent based paints, wood varnish, enamels, acetone and all nail varnish removers)*	✖	✖
Flammable solids *(including magnesium, phosphorous, potassium, sodium, zinc powder and fire lighters)*	✖	✖
Gases, including flammable, non-flammable, toxic and compressed gases *(including new, used and empty gas cylinders, ethane, butane, refills for lighters, fire extinguishers and scuba tanks, life jackets, nitrogen dioxide and carbon dioxide canisters (culinary foaming devices & soda stream)*	✖	✖
Guns for sporting use *(Section 1 and Section 2 firearms, low-powered air weapons and their component parts)* **Packaging guidelines:** May be sent in compliance with UK law and subject to any applicable controls on the possession of firearms. Only low-powered air weapons are accepted by Parcelforce Worldwide and must be sent using express**48** via the Post Office. Sender's name and address must be visible on the parcel.	✔	✖
Human remains *(including ashes)*	✖	✖
Human or animal samples *(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)* **Packaging guidelines:** The total sample volume/mass in any parcel must not exceed 1 kg. Solids only can be sent. All human or animal samples must be posted in packaging that complies with Packaging Instruction 650, such as our Safebox product. The sender's name and return address must be clearly visible on the outer packaging. Accepted by Royal Mail only.	✔	✖
Infectious substances and pathogens *(UN2814 or UN2900) as classified in the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO)*	✖	✖
Lighters and refills containing flammable liquid or gas *(including used butane, petrol cigar and cigarette lighters)*	✖	✖

Item	UK	Int.
Liquids over 1 litre *(containing liquids not classified as dangerous goods)* **Packaging guidelines:** Items must be securely closed and placed in a leak-proof liner, such as a sealed polythene bag. Mark as "FRAGILE" when sending glass bottles. Customers posting via Parcelforce Worldwide, maximum 5 litres per box per container, must be sent using express**48**.	✔	✖
Live creatures, insects and invertebrates *(including bees, spiders and some other insects)* **Packaging guidelines:** Must be boxed and packaged to protect the creatures, our staff and our customers from harm. Use 1st Class as the minimum service. Items must be clearly marked "URGENT – LIVING CREATURES – HANDLE WITH CARE".	✔	✔
Magnetised material *(with a field strength of 0.418A/metre or more at a distance of 4.6 metres from the outside of the package)*	✖	✖
Matches *(including safety matches)*	✖	✖
Nail varnish, polish or gel **Packaging guidelines:** Volume per item must not exceed 30ml. No more than four items in any one parcel. Must be placed in strong outer packaging and cushioned to prevent breakage. Must be presented at the counter. Sender's name and address must be visible on the parcel.	✔	✖
Oxidising materials or organic peroxides *(including disinfectants, nitrates and hair dyes or colourants containing peroxide)*	✖	✖
Perfumes and aftershaves *(including eau de parfum and eau de toilette)* **Packaging guidelines:** Volume per item must not exceed 150ml. No more than four items in any one parcel. Must be sent in its original retail packaging, placed in strong outer packaging and cushioned to prevent breakage. Must be presented at the counter. Sender's name and address must be visible on the parcel.	✔	✖
Perishables *(including flowers, fresh fruit, vegetables and frozen or chilled foodstuffs. Frozen water and dry ice are prohibited)* **Packaging guidelines:** Use 1st Class as the minimum service. Should be able to withstand a journey of up to 48 hours. Must be suitably sealed to prevent leakage or tainting of other items. Packages must be clearly labelled "PERISHABLE".	✔	✖
Pesticides *(e.g. weed killer and any chemical used to kill pests and insects including fly sprays)*	✖	✖