Prohibitions and restrictions in the domestic and international post

A guide for Royal Mail contract and account customers

Valid from 14th January 2013
Are you posting safely?

To comply with transport legislation, to protect the health, safety and wellbeing of our employees and customers, and ensure that mail in transport does not present a danger to the general public, Royal Mail Group restricts or prohibits certain items from its network.

What are the prohibitions and restrictions?

'Dangerous goods' are articles or substances which are capable of posing a risk to health, safety, property or the environment. Existing regulations prohibit sending nearly all dangerous goods in the mail. Prohibited items (such as explosives and corrosive liquids) must never be sent in the post.

The Civil Aviation Authority (CAA), Department for Transport (DfT) and the Maritime and Coastguard Agency (MCA) have agreed new rules with Royal Mail Group for sending small quantities of specific consumer items in the mail. The change means that customers will be able to post toiletry and medicinal aerosols, nail varnishes, perfumes and aftershaves to UK addresses. They also mean customers can continue to post alcohol up to 70 per cent ABV and electronic items sent with or containing lithium batteries within the UK. The updated set of rules will limit the risk posed by those items when sent in the post. Customers posting such items will need to comply with volume, quantity, packaging and labelling requirements.

UK post

Royal Mail has published a new set of rules that will ensure specified low risk items can be transported safely through the UK postal network.

International post

To comply with the International Civil Aviation Organization’s Technical Instructions for the Safe Transport of Dangerous Goods by Air, Royal Mail will enforce the regulations which prohibit dangerous goods from international post. Specific country restrictions apply which you should check before posting any item outside the UK. Please see page 42 for more details.

All these changes will apply for items posted by contract customers on or after 14th January 2013.

What if I ignore the rules?

Failure to comply with the legal requirements for the transport of dangerous goods puts lives at risk and is a criminal offence which may be subject to prosecution. If you send dangerous goods and do not comply with the applicable terms and conditions then Royal Mail may deal with the goods as it sees fit including destroying or disposing of the relevant items.

What should I do next?

Please refer to this guide and the relevant terms and conditions before packaging or posting any items to ensure you meet minimum safety requirements. It is your responsibility to check the list of prohibited and restricted items and any applicable packaging, volume, quantity and labelling requirements that apply prior to posting any item. This list of prohibited and restricted items reflects our general terms and conditions.

If you have any queries or for further advice:

Visit: www.royalmail.com/prohibitedgoods or www.royalmail.com/restrictedgoods

Call: 08457 950 950

Textphone: 08456 000 606
(for customers who are deaf or hearing impaired).

Information contained in this booklet is correct at time of print (January 2013).
# What can I send?

To find out if the items you intend to post are prohibited or restricted, please refer to the following A-Z of restricted and prohibited items before packaging or posting any items to international or domestic destinations.

<table>
<thead>
<tr>
<th>ITEM</th>
<th>CURRENT RULES</th>
<th>NEW RULES FOR CONTRACT &amp; ACCOUNT CUSTOMERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aerosols (including deodorants, body sprays, hair sprays, shaving and removal creams)</td>
<td>Allowed through Royal Mail Tracked®, UK addresses only</td>
<td>Aerosols for personal grooming or medicinal purposes allowed for UK addresses only* but remain prohibited in Royal Mail Tracked Returns®, Business Response, Freepost™ and all variants of Packetpost™ and Packetsort™</td>
</tr>
<tr>
<td>Aerosols containing toxic or flammable compressed gas (spray paints, polishes and other flammable or toxic materials)</td>
<td>Allowed through Royal Mail Tracked®, UK addresses only</td>
<td>Prohibited in UK and international post</td>
</tr>
<tr>
<td>beverages with an alcohol content of up to 70% ABV</td>
<td>Allowed – UK and international</td>
<td>Less than 24% ABV: allowed in international and domestic post* Between 24% ABV and 70% ABV allowed for UK addresses only* but are prohibited in Royal Mail Tracked Returns®, Business Response, Freepost™ and all variants of Packetpost™ and Packetsort™</td>
</tr>
<tr>
<td>beverages with an alcohol content above 70% ABV</td>
<td>Prohibited – UK and international</td>
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</tr>
<tr>
<td>Nail varnish</td>
<td>Allowed through Royal Mail Tracked®, UK addresses only</td>
<td>Allowed for UK addresses only* but are prohibited in Royal Mail Tracked Returns®, Business Response, Freepost™ and all variants of Packetpost™ and Packetsort™</td>
</tr>
<tr>
<td>Perfumes and aftershaves</td>
<td>Allowed through Royal Mail Tracked®, UK addresses only</td>
<td>Allowed for UK addresses only* but are prohibited in Royal Mail Tracked Returns®, Business Response, Freepost™ and all variants of Packetpost™ and Packetsort™</td>
</tr>
<tr>
<td>Lithium batteries</td>
<td>Allowed through Royal Mail Tracked®, UK addresses only</td>
<td>Prohibited when sent on their own in the domestic and international post Allowed in UK and international post when contained in a device* but are prohibited in Business Response, Freepost™, Packetpost™ and Packetsort™ Allowed in UK post when sent with a device* but are prohibited in Royal Mail Tracked Returns®, Business Response, Freepost™ and all variants of Packetpost™ and Packetsort™</td>
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* Volume, quantity, packaging, labelling and service restrictions apply as detailed in the A-Z list.

## Safety Data Sheets

European regulations require a Safety Data Sheet (SDS) to be provided for many products, either before or at the time of first delivery. 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. Unless specifically permitted (as shown in the A-Z list) dangerous goods are forbidden in mail.

## Consumer warning markings

Some everyday household items bear consumer warning markings which may or may not indicate they are classified as dangerous goods. Products bearing the following consumer warning markings ARE classified as dangerous goods:

![Warning Markings]

**Note:** A product bearing the corrosive marking (depicted far right above) is NOT classified as dangerous goods if the signal word and hazard statement ‘Danger – causes serious eye damage’ applies. Unless specifically permitted (as shown in the A-Z list) dangerous goods are forbidden in mail.

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Dangerous Goods [5]
Aerosols

Aerosols for personal grooming or medicinal purposes
(including deodorants, body sprays, hair sprays, shaving and hair removal creams, asthma inhalers, etc.)

✔ UK destinations: Yes
✖ International destinations: No

Follow these packaging guidelines:
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. Volume per item must not exceed 350ml. No more than two aerosols can be sent in any one package. An ID8000 label must be applied (see page 40). Asthma inhalers are exempt under IATA Special Provision A98. Where the volume per inhaler is 50ml or less no quantity restrictions apply. The sender’s name and return address must be clearly visible on the outer packaging. These items may only be sent using our 1st Class or 2nd Class products paid for via franking or on account (VAT exempt 1st and 2nd Class Account Mail), Special Delivery™ paid for via franking or on account, Royal Mail Tracked® and Royal Mail Sameday®. Please note Royal Mail Tracked Returns®, Business Response, Freepost™ and all variants of Packetpost™ and Packetsort™ are excluded.

All other aerosols
(including spray paints, lacquers, solvents, air fresheners, oven cleaners, etc.)

✖ UK destinations: No
✖ International destinations: No

Alcoholic beverages and liquids
(less than 24% ABV)

(including beer, ale, cider, wine, fortified wine, champagne)

✔ UK destinations: Yes
✔ International destinations: Yes

Follow these packaging guidelines:
Wrap in polythene and seal with tape. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from breakage. Volume should not exceed 1 litre per item. Mark as ‘FRAGILE’ when sending glass bottles. The sender’s name and return address must be clearly visible on the outer packaging.

Alcoholic beverages and liquids
(24% – 70% ABV)

(including whisky, vodka and most spirits and liqueurs)

✔ UK destinations: Yes
✖ International destinations: No

Follow these packaging guidelines:
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. Volume must not exceed 1 litre per item. 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. These items may only be sent using our 1st Class or 2nd Class products paid for via franking or on account (VAT exempt 1st and 2nd Class Account Mail) Special Delivery™ paid for via franking or on account.
franking or on account, Royal Mail Tracked® and Royal Mail Sameday®. Please note Royal Mail Tracked Returns®, Business Response, Freepost™ and all variants of Packetpost™ and Packetsort™ are excluded.

### Alcoholic beverages and liquids (greater than 70% ABV)

(including some high strength vodkas and absinthes)

- **X** UK destinations: No
- **X** International destinations: No

### Ammunition

(excluding lead pellets and other airgun and airsoft projectiles)

- **X** UK destinations: No
- **X** International destinations: No

### Asbestos

- **✓** UK destinations: Yes
- **X** International destinations: No

Follow these packaging guidelines:
Samples of asbestos may be posted provided the sample is fixed within an inert material such as a glue or resin. Surround with cushioning material e.g. bubble wrap. The sender's name and return address must be clearly visible on the outer packaging.

### Balloons filled with non-flammable gas

- **✓** UK destinations: Yes
- **X** International destinations: No

Follow these packaging guidelines:
Must be clearly marked on the outer packaging with the words 'BALLOONS FILLED WITH NON-FLAMMABLE GAS'.

### Batteries - new alkaline, nickel metal hydride (NiMH) or nickel cadmium (NiCd)

(including D, C, 9V, AA, AAA and AAAA alkaline batteries)

- **✓** UK destinations: Yes
- **✓** International destinations: Yes

Follow these packaging guidelines:
Must be clearly marked on the outer packaging with the words 'BALLOONS FILLED WITH NON-FLAMMABLE GAS'.

### Batteries - new and used lithium ion and lithium polymer

Lithium ion/polymer batteries sent on their own (e.g. lithium batteries sent as replacements)

- **X** UK destinations: No
- **X** International destinations: No
Lithium ion/polymer batteries sent with equipment
(e.g. rechargeable batteries found in electronic devices)

✔️ UK destinations: Yes
❌ International destinations: No

Follow these packaging guidelines:
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 or in 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. Lithium battery handling label to be applied (see page 40). The sender’s name and return address must be clearly visible on the outer packaging.

These items may only be sent using our 1st Class or 2nd Class products paid for via franking or on account (VAT exempt 1st and 2nd Class Account Mail), Special Delivery™ paid for via franking or on account, Royal Mail Tracked® and Royal Mail Sameday®. Please note Royal Mail Tracked Returns®, Business Response, Freepost™ and all variants of Packetpost™ and Packetsort™ are excluded.

Lithium ion/polymer batteries contained in equipment
(e.g. rechargeable batteries found in electronic devices)

✔️ UK destinations: Yes
✔️ International destinations: Yes

Follow these packaging guidelines:
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 with or in equipment for transport
must receive adequate instruction on the requirements commensurate with their responsibilities. 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.

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### Batteries - new and used lithium metal and lithium alloy

**Lithium metal/alloy batteries sent on their own** *(e.g. lithium batteries sent as replacements)*

<table>
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**Lithium metal/alloy batteries sent with equipment** *(e.g. non-rechargeable batteries found in electronic devices)*

<table>
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</tr>
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<td></td>
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**Follow these packaging guidelines:**

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 or in 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 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. Lithium battery handling label to be applied (see page 40). The sender’s name and return address must be clearly visible on the outer packaging.

These items may only be sent using our 1st Class or 2nd Class products paid for via franking or on account (VAT exempt 1st and
Lithium metal/alloy batteries contained in equipment (e.g. non-rechargeable batteries found in electronic devices)

✅ UK destinations: Yes
✅ International destinations: Yes

Follow these packaging guidelines:
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 with or 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. These items may only be sent using our 1st Class or 2nd Class products paid for via franking or on account (VAT exempt 1st and 2nd Class Account Mail), Special Delivery™ paid for via franking or on account, Royal Mail Tracked®, Royal Mail Sameday® and Royal Mail Tracked Returns®. Please note Business Response, Freepost™ and all variants of Packetpost™ and Packetsort™ are excluded.

Batteries - new wet, non-spillable (e.g. sealed lead acid batteries, absorbed glass mat and gel cell batteries)

✅ UK destinations: Yes
❌ International destinations: No

Follow these packaging guidelines:
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.
**Batteries classified as dangerous goods and certain used batteries**

Batteries that are 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 Organization (ICAO) including wet spillable lead acid/lead alkaline batteries (such as car batteries), lithium batteries when not sent with or in equipment, damaged batteries of any type, together with used alkaline, nickel metal hydride (NiMH) or nickel cadmium (NiCd) batteries.

- **UK destinations:** No
- **International destinations:** No

**Christmas crackers**

- **UK destinations:** Yes
- **International destinations:** Yes

Follow these packaging guidelines:
Can only be sent in their made up form in their original retail packaging.

**Clinical and medical waste**

- **UK destinations:** No
- **International destinations:** No

*(including contaminated dressings, bandages and needles)*

**Controlled drugs and narcotics**

- **UK destinations:** No
- **International destinations:** No

*(including cannabis, cocaine, heroin, LSD, opium and amyl nitrate)*

**Biological substances**

*(Diagnostic specimens including blood and urine. Category B (UN3373) 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))*

- **UK destinations:** Yes
- **International destinations:** No

Follow these packaging guidelines:
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, such as our Safebox product. The sender’s name and return address must be clearly visible on the outer packaging.

**Corrosives**

- **UK destinations:** No
- **International destinations:** No

*(including dyes, acids, corrosive paint and rust removers, caustic soda, mercury and gallium metal)*
**Counterfeit currency, bank notes and stamps**

(including any false instrument, or copy of a false instrument within the meaning of section 5 of the Forgery and Counterfeiting Act 1981)

- UK destinations: No
- International destinations: No

**Dry ice**

(e.g. UN1845 when used as a coolant for UN3373 or for other perishable items)

- UK destinations: No
- International destinations: No

**Electronic items sent with new alkaline, nickel metal hydride (NiMH) or nickel cadmium (NiCd) batteries**

- UK destinations: Yes
- International destinations: Yes

Follow these packaging guidelines:

Must be new and sent unopened in their original retail packaging. Surround with sufficient cushioning material to protect each item from damage. Wrap each item, including plugs, individually. Place item in a rigid container and cushion to avoid movement. Any equipment sent with batteries or cells must be secured against movement within the outer packaging and must be packed to prevent accidental activation. The sender’s name and return address must be clearly visible on the outer packaging.

**Electronic items sent with new and used lithium metal and lithium alloy batteries**

Lithium metal/alloy batteries sent with equipment

- UK destinations: Yes
- International destinations: No

Follow these packaging guidelines:

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 or in 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. Lithium battery handling label to be applied (see page 40). The sender’s name and return address must be clearly visible on the outer packaging.

These items may only be sent using our 1st Class or 2nd Class products paid for via franking or on account (VAT exempt 1st and 2nd Class Account Mail), Special Delivery™ paid for via franking or on account, Royal Mail Tracked® and Royal Mail Sameday®. Please note Royal Mail Tracked Returns®, Business Response, Freepost™ and all variants of Packetpost® and Packetsort™ are excluded.

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**Lithium metal/alloy batteries contained in equipment**

✔ UK destinations: Yes
✔ International destinations: Yes

**Follow these packaging guidelines:**

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 with or 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.

These items may only be sent using our 1st Class or 2nd Class products paid for via franking or on account (VAT exempt 1st and 2nd Class Account Mail), Special Delivery™ paid for via franking or on account, Royal Mail Tracked®, Royal Mail Sameday® and Royal Mail Tracked Returns®. Please note Business Response, Freepost™ and all variants of Packetpost™ and Packetsort™ are excluded.

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**Electronic items sent with lithium ion and lithium polymer batteries**

✔ UK destinations: Yes
✗ International destinations: No

**Follow these packaging guidelines:**

The maximum number of batteries allowed in each package is the minimum number required to power the equipment plus two 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.

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. Lithium battery handling label to be applied (see page 40). The sender’s name and return address must be clearly visible on the outer packaging.

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Please note Royal Mail Tracked Returns®, Business Response, Freepost™ and all variants of Packetpost™ and Packetsort™ are excluded.

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**Lithium ion/polymer batteries contained in equipment**

- **UK destinations:** Yes
- **International destinations:** Yes

**Follow these packaging guidelines:**
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 with or in equipment for transport must receive adequate instruction on the requirements commensurate with their responsibilities.

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 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.

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**Electronic items containing any batteries exceeding 100Wh**

(including some high performance laptop computers and power tools)

- UK destinations: No
- International destinations: No

**Environmental waste**

(including used batteries and used engine oil)

- UK destinations: No
- International destinations: No

**Explosives**

(including fireworks, flares, blasting caps, Christmas cracker snaps)

- UK destinations: No
- International destinations: No

**Flammable liquids**

(including petroleum, lighter fluid, certain adhesives, solvent-based paints, wood varnish, enamels and acetones including nail varnish removers; also see Alcoholic beverages, Perfumes and aftershaves and Nail varnish)

- UK destinations: No
- International destinations: No

**Flammable solids**

(including magnesium, phosphorous, potassium, sodium, zinc and fire lighters)

- UK destinations: No
- International destinations: No

**Frozen water**

(including packs of ice)

- UK destinations: No
- International destinations: No

**Gases**

(including flammable, non-flammable, toxic and compressed gases, gas cylinders for camping stoves, butane, ethane, refills for lighters, fire extinguishers and scuba tanks; also see Aerosols and Lighters)

- UK destinations: No
- International destinations: No
### 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)

- UK destinations: No
- International destinations: No

### Guns for sporting use

(Guns intended for sporting purposes – including Section 1 and Section 2 firearms, low-powered air guns and their component parts – may be sent in compliance with UK law subject to any applicable controls on the possession or export of firearms)

- UK destinations: Yes
- International destinations: Yes

Follow these packaging guidelines:
Use 1st Class as the minimum service. The sender’s name and address must be clearly visible on the outer packaging.

### Human or animal remains

(including ashes)

- UK destinations: No
- International destinations: No

### 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)

- UK destinations: No
- International destinations: No

### Lighters

(new and unused empty lighters)

- UK destinations: Yes
- International destinations: Yes

Follow these packaging guidelines:
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.

(lighters or refills containing flammable liquid or gas including used butane and petrol cigar and cigarette lighters; also see Aerosols, Flammable liquids and gases)

- UK destinations: No
- International destinations: No
Liquids over 1 litre
(containing liquids not classified as dangerous goods)

✔ UK destinations: Yes
✘ International destinations: No

Follow these packaging guidelines:
Volume per item of any liquid sent internationally should not exceed 1 litre. Some liquids, such as alcohol or paints, have their own additional restrictions. The items must be securely closed and placed in a leak-proof liner, such as a sealed polythene bag, so that any inadvertent leakage is contained within the outer packaging. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from damage. Mark as “FRAGILE” when sending glass bottles. The sender’s name and address must be clearly visible on the outer packaging.

Live animals and reptiles
(including snakes, mice and rodents)

✘ UK destinations: No
✘ International destinations: No

Live creatures, insects and invertebrates
(including bees, caterpillars, cockroaches, crickets, destroyers of noxious pests, earthworms, fish fry and eggs, leeches and other parasites, lugworms, maggots, mealworms, pupae and chrysalides, rag worms, silkworms, spiders and stick insects)

✔ UK destinations: Yes
✔ International destinations: Yes

Follow these 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’. The sender’s name and address must be clearly visible on the outer packaging.

Lottery tickets

✘ UK destinations: No
✘ International destinations: No

Follow these packaging guidelines:
Foreign lottery tickets are prohibited. UK lottery tickets are allowed in the domestic post.
Magnetised material

Other than those that are prohibited (including loud speakers)

☑️ UK destinations: Yes
☑️ International destinations: Yes

Follow these packaging guidelines:
Wrap soft packing material at least 2cm thick around each item. The sender’s name and return address must be clearly visible on the outer packaging.

With a magnetic field strength of 0.159A/metre or more at a distance of 2.1 metres from the outside of the package (including certain Public Address systems)

☒️ UK destinations: No
☒️ International destinations: No

Matches (including safety matches)

☒️ UK destinations: No
☒️ International destinations: No

Nail varnish and polish

☑️ UK destinations: Yes
☒️ International destinations: No

Follow these packaging guidelines:
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 page 40). The sender’s name and return address must be clearly visible on the outer packaging. These items may only be sent using our 1st Class or 2nd Class products paid for via franking or on account (VAT exempt 1st and 2nd Class Account Mail), Special Delivery™ paid for via franking or on account, Royal Mail Tracked® and Royal Mail Sameday®. Please note Royal Mail Tracked Returns®, Business Response, Freepost™ and all variants of Packetpost™ and Packetsort™ are excluded.

Obscene publications and unlawful indecent images

(including obscene or extreme 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)

☒️ UK destinations: No
☒️ International destinations: No
## Oxidising materials and organic peroxides
*(including disinfectants, nitrates and hair dyes or colourants containing peroxide)*

- **UK destinations:** No
- **International destinations:** No

## Paints, wood varnishes and enamels - solvent-based
*(except nail varnish or nail polish with a volume of 30ml or less when sent to a UK destination)*

- **UK destinations:** No
- **International destinations:** No

## Paints, wood stains and enamels - water-based

- **UK destinations:** Yes
- **International destinations:** Yes

**Follow these packaging guidelines:**
The items must be securely closed and placed in a leak-proof liner, such as a sealed polythene bag, so that any inadvertent leakage is contained within the outer packaging. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from damage. Volume per item should not exceed 150ml. No more than four items can be sent in any one package. The sender’s name and return address must be clearly visible on the outer packaging.

## Perfume and aftershave
*(including eau de parfum and eau de toilette but excluding non-flammable perfumed creams, gels, oils or lotions)*

- **UK destinations:** Yes
- **International destinations:** No

**Follow these packaging guidelines:**
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 packings 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 page 40). The sender’s name and return address must be clearly visible on the outer packaging. These items may only be sent using our 1st Class or 2nd Class products paid for via franking or on account (VAT exempt 1st and 2nd Class Account Mail), Special Delivery™ paid for via franking or on account, Royal Mail Tracked® and Royal Mail Sameday®. Please note Royal Mail Tracked Returns®, Business Response, Freepost™ and all variants of Packetpost™ and Packetsort™ are excluded.
**Perishables**

*(including flowers, fresh fruit, vegetables and frozen or chilled foodstuffs)*

- UK destinations: Yes
- International destinations: No

**Follow these packaging guidelines:**
Should be able to withstand a journey of up to 48 hours. Use 1st Class as the minimum service. Must be suitably sealed to prevent leakage or tainting of other items such as in sealed vacuum packs. Must be packed in a strong corrugated board box or purpose designed polystyrene pack. The sender’s name and return address must be clearly visible on the outer packaging.

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**Pesticides**

*(including weed killer and any chemical used to kill pests and insects, such as fly sprays)*

- UK destinations: No
- International destinations: No

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**Poisons, toxic liquids, solids or gases**

*(including substances that are liable to cause death or injury if swallowed or inhaled or by skin contact, such as arsenic, beryllium, cyanide, fluorine, rat poison)*

- UK destinations: No
- International destinations: No

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**Prescription medicines and drugs sent for scientific or medical purposes**

*(non-toxic and non-flammable)*

- UK destinations: Yes
- International destinations: Yes

**Follow these packaging guidelines:**
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 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.

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**Prescription medicines and drugs sent for scientific or medical purposes**

*(toxic, flammable, or toxic and flammable)*

- UK destinations: Yes
- International destinations: No

**Follow these packaging guidelines:**
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. No more than eight items can be sent in any one parcel. 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. ID8000 label must be applied (see page 40). The sender’s name and return address must be clearly visible on the outer packaging. These
items may only be sent using our 1st Class or 2nd Class products paid for via franking or on account (VAT exempt 1st and 2nd Class Account Mail), Special Delivery™ paid for via franking or on account, Royal Mail Tracked® and Royal Mail Sameday®. Please note Royal Mail Tracked Returns®, Business Response, Freepost™ and all variants of Packetpost™ and Packetsort™ are excluded.

Radioactive material and samples

Not classified as dangerous goods in the latest edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO) such as samples of granite rock

- UK destinations: Yes
- International destinations: Yes

Follow these packaging guidelines:
Surround with cushioning material e.g. bubble wrap. The sender’s name and return address must be clearly visible on the outer packaging.

 Classified as dangerous goods in the latest edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organization (ICAO) such as luminous dials from aircraft

- UK destinations: No
- International destinations: No

Sharp objects and instruments

(including scissors and kitchen knives or utensils)

- UK destinations: Yes
- International destinations: Yes

Follow these packaging guidelines:
Wrap heavy cardboard around sharp edges and points, strong enough to ensure that the contents do not pierce the outer packaging. Wrap each item with cushioning material. Place in a suitable outer container such as a padded envelope. The sender’s name and return address must be clearly visible on the outer packaging.

Tickets and related advertisements for illegal lotteries

- UK destinations: No
- International destinations: No

Vaccines

- UK destinations: Yes
- International destinations: Yes

Follow these packaging guidelines:
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 vaccines must be securely closed and placed in a leak-proof liner 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.

[Trash Bin] Waste, dirt, filth or refuse
(including household waste)
- UK destinations: No
- International destinations: No

[Pen and Knife] Weapons
(including Section 5 firearms, CS gas and pepper sprays, flick knives, tasers and stun guns)
- UK destinations: No
- International destinations: No

Please be aware: You are responsible for checking whether any items you send are prohibited or restricted. Restrictions vary from country to country and you must not send any item addressed to a country in which the item is banned. Any item which resembles a prohibited item may be subject to additional scrutiny which may cause delays. Failure to comply with these regulations may affect your ability to claim compensation and could result in prosecution. 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, employees or the general public.
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:

**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**

- 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.

Make sure your items are packaged correctly

For items which are not subject to special packaging guidelines, we recommend that you follow these general packaging guidelines to ensure they are always properly packed and delivered safely.

1. Use padded envelopes for sharp edges or odd shapes to prevent the items cutting through the outer packaging.
2. Use an outer carton strong enough for the weight of the contents which is made of strong cardboard.
3. Mark the parcel FRAGILE or PERISHABLE, if necessary.
4. Make sure fragile items do not touch each other or the sides of the outer carton. Pack with bubble wrap, polystyrene chips or crushed paper to a depth of at least 5cm around each item.
5. Write the sender’s name and address clearly on the outer packaging so we can return the item if it is undelivered.
6. Seal the parcel securely using strong tape along all the openings.
7. Flatten any sharp ends of staples and cover with tape.
8. If you re-use cardboard boxes or any other container which was previously used to transport items, please ensure that these boxes/containers have not been weakened so that contents could get damaged. This would affect any compensation claim.
9. Consider using reinforced corners if the contents of the parcel are heavy.
10. For guidelines and examples of items that need to be wrapped and packed more carefully, please see www.royalmail.com/restrictedgoods
International post

Specific country restrictions apply to all international destinations, which you should check before posting any item outside the UK. We cannot accept responsibility for loss or damage to items if they are prohibited in the country you post them to.

You should also be aware that certain designated postal administrations and air operators will not accept lithium batteries, or any items containing lithium batteries, as shown in the table below:

<table>
<thead>
<tr>
<th>Postal administrations/countries*</th>
<th>Air operators*</th>
<th>Countries served by air operators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Germany</td>
<td>Sri Lankan</td>
<td>Sri Lanka</td>
</tr>
<tr>
<td>Italy</td>
<td>Qatar Airways</td>
<td>Bangladesh, British IOT, China, Hong Kong, Indonesia, Iran, Japan, Macau, Maldives, Philippines, Saudi Arabia, Seychelles, Singapore, South Korea, Tanzania, UAE, Vietnam, Belarus, Russian Federation, Turkey, Turkish Cyprus</td>
</tr>
<tr>
<td>Turkish Airlines</td>
<td></td>
<td>Finland</td>
</tr>
<tr>
<td>Finn Air</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* This list is updated from time to time to reflect the latest transport legislation and advice. For the most up-to-date list please visit the international pages on our web site.

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which have been designed with all our customers in mind.