

Prohibitions and restrictions in UK and international mail

A guide for Royal Mail contract and account customers

Valid from 29 October 2015



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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.

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.

Restricted items (such as alcoholic beverages and lithium batteries) can be sent in the post, but packaging, volume, quantity, labelling and product restrictions apply.

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Restricted items (such as alcoholic beverages and lithium batteries) can be sent in the post, but packaging, volume, quantity, labelling and product restrictions apply.

What if I ignore the rules?

Failure to comply with Royal Mail prohibitions and restrictions may affect your ability to claim compensation. Posting prohibited goods or restricted goods (where you do not comply with the relevant terms and conditions), could result in prosecution.

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).

What should I do next?

Please refer to this guide and the relevant product terms and conditions before packaging or posting any items to ensure you meet minimum requirements for acceptance. It is your responsibility to check the list of prohibited and restricted items and any applicable packaging, volume, quantity, labelling and product restrictions 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/business

Call the Business Centre: **08457 950 950***

Information contained in this booklet is correct at time of print (October 2015).

*Calls cost 5p per minute plus your telephone company's network access charge.

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 UK destinations.

ITEM	SUMMARY FOR CONTRACT & ACCOUNT CUSTOMERS
Aerosols (including deodorants, body sprays, hair sprays, shaving and hair removal creams)	Aerosols for toiletry or medicinal purposes allowed for UK addresses only* but remain prohibited in Royal Mail Tracked Returns [®] , Business Response, Freepost [™] and all variants of Royal Mail 24 and Royal Mail 48
Aerosols containing toxic or flammable compressed gas (spray paints, polishes and other flammable or toxic materials)	Prohibited in UK and international post
Alcoholic beverages with an alcohol content of 70% ABV or below	24% ABV or less: allowed in international and domestic post* Above 24% ABV but not more than 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 [™]
Alcoholic beverages with an alcohol content of more than 70% ABV	Prohibited in UK and international post
Nail varnish, polish and gel	Allowed for UK addresses only* but are prohibited in Royal Mail Tracked Returns [®] , Business Response, Freepost [™] and all variants of Royal Mail 24 and Royal Mail 48
Perfumes and aftershaves	Allowed for UK addresses only* but are prohibited in Royal Mail Tracked Returns [®] , Business Response, Freepost [™] and all variants of Packetpost [™] and Packetsort [™]
Lithium batteries	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 Royal Mail 24 and Royal Mail 48

* 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:



Note: A product bearing only 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.

Remember

Special conditions and packaging rules apply when sending certain items to UK and international destinations



Aerosols

Aerosols for toiletry or medicinal purposes

(including deodorants, body sprays, hair sprays, shaving and hair removal creams, medicinal aerosols for prevention or cure such as flea sprays)

- ✓ 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 500ml. No more than two aerosols can be sent in any one parcel. An ID8000 label must be applied (see page 40). Asthma inhalers are exempt under ICAO TI 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 Royal Mail 24 and Royal Mail 48 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 (24% ABV or less)

(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 (above 24% ABV but not more than 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 parcel. 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, Royal Mail Tracked® and Royal Mail Sameday®. Please note Royal Mail Tracked Returns®, Business Response, Freepost™ and all variants of Royal Mail 24 and Royal Mail 48 are excluded.



Alcoholic beverages and liquids (more than 70% ABV)

(including some high strength vodkas and absinthes)

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



Ammunition

(excluding lead pellets and other airgun and airsoft projectiles)

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



Asbestos

- ✓ UK destinations: **Yes**
- ✗ 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**
- ✗ 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 metal, nickel metal hydride (NiMH), nickel cadmium (NiCd) and zinc-air

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

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

Follow these packaging guidelines:

Must be new and sent unopened in their original retail packaging. Surround with cushioning material e.g. bubble wrap. The sender's name and return address must be clearly visible on the outer packaging.



Batteries - new and used lithium ion and lithium polymer

Lithium ion/polymer batteries when not sent with or contained in equipment

(including mobile phone, digital camera and laptop batteries sent as replacements)

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

Lithium ion/polymer batteries sent **with** equipment

(e.g. rechargeable batteries sent with electronic devices including mains powered battery chargers but excluding battery packs)

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

Follow these packaging guidelines:

The maximum number of batteries allowed in each package is the number that may be connected to 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 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 Royal Mail 24 and Royal Mail 48 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. 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.

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Batteries - new and used lithium metal and lithium alloy

Lithium metal/alloy batteries when not sent with or contained in equipment

(including D, C, AA, AAA, AAAA, A23, 9-Volt, CR2032 and LR44 batteries sent as replacements)

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

Lithium metal/alloy batteries sent **with equipment**

(e.g. non-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. 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 must be applied (see page 40). The sender's name and return address must be clearly visible on the outer packaging.

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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 Royal Mail 24 and Royal Mail 48 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 contained in equipment, used alkaline metal, nickel metal hydride (NiMH), nickel cadmium (NiCd) and zinc-air batteries, and damaged batteries of any type.

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



Biological substances

(diagnostic specimens including urine, faeces and animal remains. 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.



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

(including contaminated dressings, bandages and needles)

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



Controlled drugs and narcotics

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

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



Corrosives

(including dyes, acids, corrosive paint and rust removers, caustic soda, mercury and gallium metal)

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



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 metal, nickel metal hydride (NiMH) or nickel cadmium (NiCd) batteries

(including D, C, 9V, AA, AAA and AAAA alkaline metal 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 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 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 Royal Mail 24 and Royal Mail 48 are excluded.

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 Royal Mail 24 and Royal Mail 48 are excluded.



Electronic items sent with lithium ion and lithium polymer batteries

Lithium ion/polymer batteries sent **with electronic devices**

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

Follow these packaging guidelines:

The maximum number of batteries allowed in each package is the number that may be connected to the equipment plus two spares. 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 must be applied (see page 40). The sender's name and return address must be clearly visible on the outer packaging.

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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.

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 Royal Mail 24 and Royal Mail 48 are excluded.



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 and party poppers)

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



Flammable liquids

(including petroleum, lighter fluid, certain adhesives, solvent-based paints, wood varnish, enamels, acetone and all 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 powder 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, 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) 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 weapons 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 remains

(including ashes)

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



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)

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

Follow these 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.



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, 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.

(if classified as dangerous within the Dangerous Wild Animals Act 1976, including certain venomous spiders)

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



Lottery tickets

- ✓ UK destinations: **Yes**
- ✗ 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 0.418A/metre metre or more at a distance of 4.6 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, polish and gel

- ✓ 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 parcel. 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 Royal Mail 24 and Royal Mail 48 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. 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 parcel. The perfume or aftershave must be within its original retail packaging and then placed in strong outer packaging. The inner packagings must be packed, secured or cushioned to prevent breakage or leakage of their contents into the outer packaging. An ID8000 label must be applied (see 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 Royal Mail 24 and Royal Mail 48 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.



Pesticides

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

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



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**



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.

(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. 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 Royal Mail 24 and Royal Mail 48 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.



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)

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



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)

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



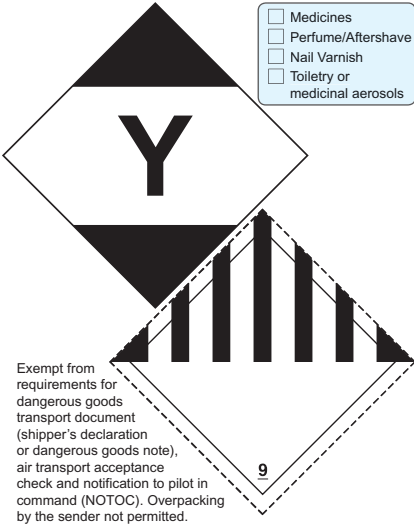
Please be aware: Failure to comply with Royal Mail prohibitions and restrictions may affect the sender's ability to claim compensation. Specific country restrictions may also apply to international mail. The sender is responsible for checking whether an item is prohibited or restricted. We reserve the right to refuse any other item banned by law or that in our opinion may be harmful or dangerous to our customers or employees. Posting prohibited goods or restricted goods (where the sender does not comply with the relevant terms and conditions), could result in prosecution.



Make sure your items are labelled correctly

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

ID8000, Consumer commodity Permitted in UK Domestic Mail Only



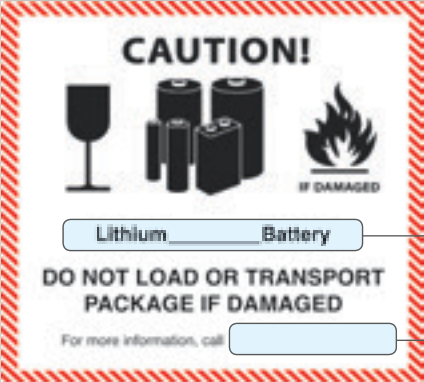
Medicines
 Perfume/Aftershave
 Nail Varnish
 Toiletry or medicinal aerosols

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


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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.



CAUTION!



Lithium Battery

DO NOT LOAD OR TRANSPORT PACKAGE IF DAMAGED

For more information, call

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 this general advice 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.

Whilst you can send electronic items containing lithium batteries to most international destinations, certain designated postal administrations and air operators will not accept these items, as shown in the table below:

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

* 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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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 the Business Centre on
08457 950 950*

If you are deaf or hearing impaired we offer a
Textphone service on
03456 000 606

Alternatively, please visit

www.royalmail.com/prohibitedgoods/business

OR

www.royalmail.com/restrictedgoods/business

*Calls cost 5p per minute plus your telephone company's network access charge.

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