


Prohibited Goods – Access Customers

Prohibited item	Detailed information
Aerosols	<p>Including spray paints, lacquers, solvents, air fresheners, oven cleaners, deodorants, body sprays, hair sprays, shaving and hair removal creams.</p> <p>Inhalers with a volume of 50ml or less are allowed. Please see restricted goods page</p>
Alcoholic beverages	<p>Containing more than 24% alcohol by volume (ABV) including spirits such as Gin, vodka and whisky.</p> <p>Alcoholic beverages with an alcohol content no greater than 24% ABV including beer, lager, wine and champagne, are allowed. Please see the restricted goods page on www.royalmailwholesale.com</p>
Ammunition	excluding lead pellets
Asbestos	Not allowed in the mail except when sent as a sample fixed in resin, plastic or glass matrix.
balance boards	(including Hoverboards, electric scooters, electric bicycles and all battery powered vehicles and equipment (UN3171))
Batteries	<p>Batteries that are classed as dangerous goods by the latest edition of the international Civil Aviation Organisation's (ICAO) Technical instructions are prohibited. This includes Lithium ion/polymer/metal/alloy batteries sent in isolation, with or contained in electronic equipment such as mobile phones or digital cameras. Lead acid batteries (e.g. car batteries) and sealed lead acid batteries are also prohibited.</p> <p>Alkaline, nickel metal hydride (NiMH) and nickel cadmium (NiCd) batteries may only be sent when new and in their original packaging. Please see the restricted goods page on www.royalmailwholesale.com</p>
Bladed products	Any bladed article which (a) is or has a blade, and (b) is capable of causing a serious injury to a person which involves cutting that person's skin
Clinical and medical waste	e.g. contaminated dressings, bandages and needles
Controlled drugs and narcotics	including cannabis, cocaine, heroin, LSD, opium and amyl nitrate
Corrosives	Substances which can cause severe damage to living tissue, other freight or transport by its

	<p>chemical action including aluminium chloride, caustic soda, corrosive cleaning fluid, dyes, acids, corrosive paint and rust removers, mercury and gallium metal.</p> <p>A product bearing only the corrosive marking is NOT classified as dangerous good if the signal word and hazard statement 'Danger- causes serious eye damage' applies.</p> 
Counterfeit currency, bank notes and postage stamps	<p>Including any false instrument, or copy of a false instrument within the meaning of section 5 of the Forgery and Counterfeiting Act 1981)</p> <p>Only copies of old denominations, which are now obsolete and worthless except for collectable value and cannot be passed as tender are allowed.</p> <p>Please see restricted goods page on www.royalmailwholesale.com</p>
Dry ice and liquid Nitrogen	For example, Dry ice and liquid Nitrogen UN1845 when used as a coolant for UN3373 or for other perishable items
Electronic items containing any batteries exceeding 100wh	Including electric bicycles and some high-performance laptops
environmental waste	including used batteries and used engine oil
Explosives	Any chemical compound, mixture or device capable of producing an explosive or pyrotechnic effect with substantial instantaneous release of heat and gas is prohibited e.g. ammunition, blasting caps, fireworks, flares, fuses, igniters and nitro-glycerine. Items that appear to be prohibited explosive ordnance may be subject to additional checks and delays.
Flammable liquids	This includes mixtures of liquids or liquids containing solids in solution or suspension which give off a flammable vapour. Any liquid with a closed cup flash point below 60 C is prohibited e.g. acetone, benzene, cleaning compounds, gasoline, lighter fuel, paint thinners and removers, petroleum and solvents

	certain alcoholic beverages, perfumes and aftershaves, varnishes and enamels including nail varnish and all nail varnish removers
Flammable solids	Solid materials which are liable to cause fire by friction, absorption of water, spontaneous chemical changes or retained heat from manufacturing or processing, or which can be readily ignited and burn vigorously e.g. adhesives, calcium carbide, cellulose nitrate products, fire lighters, matches, metallic magnesium, nitro-cellulose based film, phosphorous, potassium, sodium, sodium hydride, zinc powder, zirconium hydride.
Frozen water	including packs of ice
Gases	<p>Gases that are compressed, liquefied or dissolved under pressure, permanent gases which cannot be liquefied at ambient temperatures, liquefied gases which become liquid under pressure at ambient temperatures, dissolved gases which are dissolved under pressure in a solvent.</p> <p>1.All flammable compressed gases are prohibited e.g. blowlamps; butane; lighters and refills containing flammable liquid or gas; ethane; gas cylinders for camping stoves; hydrogen; methane and propane.</p> <p>2.All toxic compressed gases are prohibited e.g. chlorine; fluorine etc.</p> <p>3.All non-flammable compressed gases are prohibited e.g. air bags; scuba tanks, carbon dioxide; fire extinguishers; neon and nitrogen.</p> <p>4.Empty cylinders that are sealed so that residual gas under pressure are prohibited, only those cylinders which are open to the atmosphere for inspection are permitted.</p>
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
Human or animal Remains	Including ashes
Infectious substances and pathogens UN2814 or UN2900	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) e.g. Ebola, Anthrax, Foot and Mouth disease. Technical Instructions. For more information please see the IATA Guidance Document on infectious Substances.
Lighters or refills containing flammable liquid or gas	including used butane, petrol cigar and cigarette lighters

	Lighters - new and unused empty lighters are allowed. Please see the restricted goods page on www.royalmailwholesale.com
Live animals and reptiles (including snakes, mice and rodents)	including snakes, mice and rodents
Lottery tickets	UK lottery tickets are allowed in the domestic post.
Magnetised material	With a magnetic field strength of 0.418A/metre or more at 4.6 metres from the outside of the package (including certain Public Address systems)
Matches	Of any kind including safety matches and windproof matches
Nail varnish, polish or gel	Of any kind, volume or quantity. Some flammable and non-flammable perfumes and aftershaves are prohibited.
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
Oxidising materials or organic peroxides (including disinfectants, nitrates and hair dyes or colourants containing peroxide)	These are substances such as disinfectants that may cause or contribute to combustion of other substances. They may also be liable to explosive decomposition, react dangerously with other substances and injure health e.g. bromides, chlorates, components of fibreglass repair kits, disinfectants, nitrates, per chlorates, permanganates and peroxides, including hair dyes and colourants containing peroxide.
Pesticides	including weed killer and any chemical used to kill pests and insects, such as fly sprays
Poisons, toxic liquids, solids and 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
Radioactive materials and samples	Classified as radioactive using Table 2-12 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) e.g. fissile material (uranium 235, etc), radioactive waste material, thorium or uranium ores and luminous dials from aircraft.
Scam mail including but not limited to fraudulent foreign lottery tickets	fraudulent, illegal, misleading or “exaggerated” material that could be posted from abroad as well as from within the UK that illegally seek to solicit payments.

Solvent-based paints wood varnishes and enamels	Solvent-based paints, wood varnishes and enamels, including gloss paint. Also see Nail varnish, polish
Tickets and related advertisements for illegal lotteries	
Waste, dirt, filth or refuse (including household waste)	
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. Items that appear to be prohibited weapons may be subject to additional checks and delays. Guns for sporting use, Including Section 1 and Section 2 firearms, low-powered airguns are allowed. Please see the restricted goods page on www.royalmailwholesale.com

Restricted Goods – Access Customers

Restricted item	Detailed information
Aerosols	Inhalers with a volume of 50ml or less are allowed.
Alcoholic beverages	containing 24% alcohol by volume (ABV) or less (e.g. beer, wine and champagne) Packaging guidelines: Volume per item must not exceed 1 litre. Wrap in polythene and seal with tape. Surround with absorbent material and cushioning to prevent breakage. Mark as 'FRAGILE' when sending glass bottles. The sender's name and return address must be clearly visible on the outer packaging. Any alcoholic beverage with alcohol content greater than 24% ABV is prohibited. Please see prohibited goods on www.royalmailwholesale.com
Asbestos	Not allowed in the mail (except when sent as a sample - see below) ◦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 gases	◦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 household AA and AAA batteries. 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.
Biological substances (Category B)	Human or animal material including, but not limited to, excreta, secreta, blood and its components, tissue and tissue fluids. These items may be carried within the UK provided the following conditions are met. 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.
Bowel Cancer Screening	<p>(National screening programmes for faecal occult blood screening samples).</p> <p>UK - Allowed in the mail, with restrictions and packaging guidelines below: May only be sent at the specific request of a National Health Service a recognised laboratory or institution. ◦Clear instructions should be provided to patients on how to prepare the sample and assemble the packaging for posting. Sample returns should only be made in the sample kits provided. The total sample volume/mass in any parcel must not exceed 10g/10ml. The outer packaging should be of adequate strength for its capacity, mass and intended use. Testing of packaging may be required.</p>
Christmas crackers	Can only be sent in their made-up form and in their original retail packaging
Counterfeit currency, bank notes and postage stamps	<p>Restricted to old denominations or pre decimalisation postage stamps, which are now obsolete and worthless except for collectable value and cannot be passed as tender</p> <p>Any false instrument or copy of a false instrument (within the meaning of section 5 of the Forgery and Counterfeiting Act 1981) is prohibited. Please see prohibited goods on www.royalmailwholesale.com</p>
DNA samples (limited to saliva swabs and samples)	<p>Allowed in the mail, with restrictions and packaging guidelines below: Follow instructions on sample preparation and packing. Can only be returned in supplier provided packaging.</p>
Electronic cigarettes	<p>Allowed in the mail, with restrictions and packaging guidelines below: Each package must contain no more than two assembled e-cigarettes and should be</p>

	securely packed to prevent movement in the outer packaging.
Electronic items sent with new alkaline, nickel metal hydride (NiMH) or nickel cadmium (NiCd) batteries	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.
Guns for sporting use	<p>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 domestic controls on the possession or export of firearms.</p> <p>Firearms must not be loaded. Air weapons with an integral gas cylinder that are de-pressurised can only be accepted. Air weapons with gas cylinders that are pressurised are prohibited. Air weapons with a pressurised removable gas cylinder which is still attached are prohibited</p> <p>Items that appear to be prohibited weapons may be subject to additional checks and delays.</p> <ul style="list-style-type: none"> •Must be packed in rigid outer packaging suitable for the gun size and weight, for example a fibreboard box, with sufficient inner packaging to prevent movement during transport. <p>Use 1st class as a minimum service. The Sender's name and address must be clearly visible on the outer packaging.</p> <p>Antiques deactivated and imitation firearms are also permitted.</p> <ul style="list-style-type: none"> •When sending deactivated firearms include proof of deactivation. •Must be packed in rigid outer packaging suitable for the gun size and weight, for example a fibreboard box, with sufficient inner packaging to prevent movement during transport. •Use 1st Class as the minimum service.

	<ul style="list-style-type: none"> •The sender's name and address must be clearly visible on the outer packaging.
Lighters - new and unused empty lighters	<p>Allowed in the mail, with restrictions and packaging guidelines below:</p> <ul style="list-style-type: none"> ◦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. <p>Lighters or refills containing flammable liquid or gas (including used butane, petrol cigar and cigarette lighters are prohibited. Please see prohibited goods on www.royalmailwholesale.com</p>
Liquids not classified as dangerous goods- Please note, some liquids, such as alcohol or paints, have their own additional restrictions	<p>Liquids over 1 litre</p> <p>Allowed in the mail, see restrictions and packaging guidelines below:</p> <ul style="list-style-type: none"> ◦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. <p>Liquids under 1 litre</p> <p>Allowed in the mail, see restrictions and packaging guidelines below:</p> <ul style="list-style-type: none"> ◦Items must be securely closed and placed in a leak-proof inner liner, such as a sealed polythene bag and in a leak-proof outer ◦Mark as "FRAGILE" when sending glass bottles. ◦The sender's name and address must be clearly visible on the outer packaging.
Live creatures, insects and invertebrates	<p>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</p> <p>Allowed in the mail, with restrictions and packaging guidelines below:</p> <ul style="list-style-type: none"> ◦Must be boxed and packaged to protect the creatures, our staff and our customers from harm.

	<ul style="list-style-type: none"> ◦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. ◦Dead insects, sent as collectables, are also allowed <p>Live animals and reptiles not listed above are prohibited, as are any Creatures or insects classified as dangerous within the Dangerous Wild Animals Act 1976 (including certain venomous spiders). Please see prohibited good on www.royalmailwholesale.com</p>
Magnetised material	<p>Allowed in the mail, with restrictions and packaging guidelines below:</p> <ul style="list-style-type: none"> ◦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. <p>Magnetised material with a magnetic field strength of 0.418A/metre or more at 4.6 metres from the outside of the package (including certain Public Address systems) are prohibited. Please see prohibited good on www.royalmailwholesale.com</p>
Water-based paints, wood varnishes and enamels	<p>Water-based paints, wood varnishes and enamels with a volume less than 150ml, must be sent in sealed tins or bottles, placed in polythene and sealed again. The items must be surrounded with sufficient absorbent material to soak up any leakage and must be packed in strong fibreboard or polystyrene.</p>
Patient Specimens	<p>(including blood or urine tests to monitor cholesterol levels, blood glucose levels, hormone levels, or prostate specific antibodies (PSA); tests required to monitor organ function such as heart, liver or kidney function for humans or animals with non-infectious diseases, or therapeutic drug monitoring; tests conducted for insurance or employment purposes and are intended to determine the presence of drugs or alcohol; pregnancy tests; biopsies to detect cancer; and antibody detection in humans or animals in the absence of any concern for infection (e.g. evaluation of vaccine induced immunity, diagnosis of autoimmune disease, etc.)</p>

	<p>May only be sent at the specific request of a medical professional, a recognised laboratory or institution. Clear instructions should be provided to patients on how to take and assemble the packaging for posting. Sample returns should only be made in the sample kits provided. The total sample volume/mass in any parcel must not exceed 250g/250ml and</p> <p>a) The specimen must be transported in a packaging which will prevent any leakage, and which must be marked with the words “Exempt human specimen” or “Exempt animal specimen”, as appropriate;</p> <p>b) The packaging must consist of three components:</p> <p>i) a leakproof primary receptacle(s);</p> <p>ii) a leakproof secondary packaging; and</p> <p>iii) an outer packaging of adequate strength for its capacity, mass and intended use, and with at least one surface having minimum dimensions of 100 mm × 100 mm and also be greater than 10mm in thickness. Any leakage from the sample receptacle should be contained within the outer packaging.</p> <p>c) For liquids, absorbent material in sufficient quantity to absorb the entire contents must be placed between the primary receptacle(s) and the secondary packaging so that, during transport, any release or leak of a liquid substance will not reach the outer packaging and will not compromise the integrity of the cushioning material;</p> <p>d) When multiple fragile primary receptacles are placed in a single secondary packaging, they must be either individually wrapped or separated to prevent contact between them.</p>
Perfumes and aftershaves	Perfume and aftershave samples with a volume of 5ml or less are allowed ¹ . Some destination Postcode exclusions apply.
Perishable items (including flowers, fresh fruit, vegetables and frozen or chilled foodstuffs)	<p>Allowed in the mail, with restrictions and packaging guidelines below:</p> <ul style="list-style-type: none"> ◦Should be able to withstand a journey of up to 48 hours. Please note frozen water and dry ice are prohibited. ◦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.

¹ Items posted in bulk via Downstream Access, requires the Access carrier to comply with transport regulations when carrying the consignments in bulk in the upstream network.

	<ul style="list-style-type: none"> ◦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.
Prescription medicines and drugs sent for scientific or medical purposes	<ul style="list-style-type: none"> ◦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. ◦medicines classified as non flammable or non-toxic 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. <p>Medicines classed as flammable, toxic or flammable and toxic are prohibited. Please see prohibited goods on www.royalmailwholesale.com</p>
Radioactive materials and samples	<p>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</p> <p>Allowed in the mail, with restrictions and packaging guidelines below:</p> <ul style="list-style-type: none"> ◦Surround with cushioning material e.g. bubble wrap. ◦The sender's name and return address must be clearly visible on the outer packaging.
Vaccines	<p>Allowed in the mail, with restrictions and packaging guidelines below:</p> <ul style="list-style-type: none"> ◦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).

	<ul style="list-style-type: none">◦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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