



## PARCEL, PACKAGING AND PROHIBITED & RESTRICTED ITEM REQUIREMENTS

This document forms part of InPost's Service Instructions.

### PARCEL REQUIREMENTS

InPost's obligation to provide the Services applies only in respect of Parcels which comply with the following requirements:

<b>Weight</b>	Not greater than 15kg
<b>Shape</b>	Any
<b>Size</b>	Not greater than 41 x 38 x 64 cm
<b>Packaging</b>	Undamaged packaging and must comply with the Item Packaging Requirements
<b>Customs Status</b>	Must be UK customs cleared and duty paid
<b>Other</b>	Must not be: (i) a Prohibited Item; or (ii) a Restricted Item which has not been approved in writing

### PROHIBITED & RESTRICTED ITEMS

While we'd love to accept every parcel for delivery through our network, we are serious about ensuring the safety of both your parcels and our people. We therefore restrict or prohibit the sending of certain Items. These restrictions are split into two categories:

*Restricted Items* – Do not send these through our network without our express written permission. We will need to take extra precautions to ensure that they can be handled safely. Additional terms and conditions may be required.

*Prohibited Items* - Never send these through our network in any circumstances.

In the event that a *Prohibited Item* or an *Restricted Item* (even where permitted), is delivered into our network:

- (i) we take no responsibility for the handling of that item and will in no circumstances be liable for any loss, damage or destruction of that item; and
- (ii) you will be fully responsible and shall compensate us in full for any liability, cost, damage or expense incurred by us as a result of handling the *Prohibited Item* or *Restricted Item*.

Where a *Prohibited Item* or *Restricted Item*, is delivered into our network we reserve our right to suspend and/or terminate our services to you.

Where we become aware of a Parcel which does not comply with our Parcel & Packaging Requirements, or which contains a *Prohibited* or *Restricted Item*, we also reserve the right (at our sole discretion) to: (a) open such Parcel for examination; (b) refuse to handle such Parcel; (c) accept such Parcel for handling provided that we shall not be responsible or liable in any way for handling of your Parcel; and / or (d) destroy or dispose of your Parcel without liability.

Our list of *Prohibited* and *Restricted Items* is set out below. We reserve our right to amend this list from time to time. It is important that you regularly familiarise yourself with our *Prohibited and Restricted Items* in full before using any InPost Service.

If you have any questions, or are in any doubt, please contact your account manager.

### **PROHIBITED ITEMS:**

1. Any Parcel which does not comply with the Parcel Requirements
2. Dangerous Goods (except to the extent permitted in limited quantities in accordance with applicable law which shall be Restricted Items).
3. Money, currency, cash or cash equivalents, credit or debit cards, or any items of any kind purporting to convey value or which can be exchanged by themselves or with any other item for money, goods or services (including pre-paid cards, cheques, postal orders, coupons, vouchers, tokens, bonds, bearer securities or stamps).
4. Lottery tickets, scratch cards or similar items which facilitate gambling of any kind.
5. Firearms, imitation firearms (but excluding toys), weaponry or parts thereof or ammunition.
6. Sharp objects or bladed items
7. Banderols and tax stickers.
8. Bullion of any precious metal.

9. Tickets (including those for travel and events).
10. SIM Cards.
11. Batteries, other than where incorporated and packed in original equipment.
12. Items bearing words, marks, or designs which are unauthorised and which may reasonably lead the recipient to believe that such Item has been sent on Her Majesty's Service.
13. Pressurised containers (including aerosols, oxygen tanks or fire extinguishers).
14. Oxidising substances and organic peroxides (such as disinfectants) which may cause or contribute to the combustion of other substances (including Bromides, Chlorates, components of fibreglass repair kits; disinfectants; nitrates; Per Chlorates; Permanganates and Peroxides).
15. Pathogens which can cause disease (including clinical, environmental, and medical waste, Covid-19, Ebola and Anthrax).
16. Poisonous, toxic and infectious substances (including Arsenic; Beryllium; Cyanide; Fluorine; Hydrogen Selenide. Substances containing micro-organisms or their toxins which are known to cause, or are suspected of causing, disease, death or injury if not handled with special care including: Mercury, Mercury Salts, Mustard Gas, Nitrobenzene, Nitrogen Dioxide, Pesticides, Serum and Vaccines).
17. Radioactive material and samples that are classified as radioactive using Table 2–12 of the latest edition of the International Civil Aviation Organisations' (ICAO) Technical Instruction (including fissile material, (Uranium 235, etc), radioactive waste material, Thorium or Uranium Ores).
18. Corrosive materials.
19. Magnetised material.
20. Pesticides.
21. Waste products (including environmental, clinical and medical waste) or asbestos
22. Medical samples or biological substances
23. Gasses of any kind whether or not contained in a pressurised container (including flammable gas, toxic gas and non-flammable / non-toxic gasses).
24. Liquids of any kind whether in liquid or frozen form (including gels, pastes, lotions, oils, solvents, paints, inks, varnish (excluding nail varnish) and enamel) or items containing liquids (save as set out in Part B below).
25. Inflammable (flammable) or incendiary materials, explosives or explosive material (including lighters and matches of any kind).
26. Tobacco products and smoking paraphernalia (including e-cigarettes or similar).
27. Goods made in foreign prisons.
28. Counterfeit or contraband material of any kind.
29. Furs or items containing fur.
30. Teeth whitening products.
31. Drugs (whether medicinal, narcotic or psychoactive).
32. Animals or livestock.
33. Human or animal remains (or any part thereof) or ashes.
34. Animal skins, ivory or products containing ivory.
35. Items that require temperature control.
36. Any Items, the carriage or distribution of which is illegal (including age restricted items where delivery to the recipient would be illegal).
37. Any other item marked (or that should be marked) with any of the following labels (or combination of them) are Prohibited:

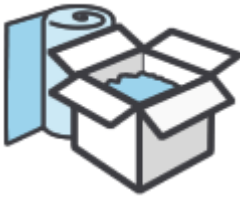


#### RESTRICTED ITEMS:

1. Dangerous Goods, but only to the extent permitted in limited quantities by applicable law (but for the avoidance of doubt, batteries which are not incorporated and packed in original equipment shall never be permitted).
2. Art, watches, antiques or heirlooms.
3. Cameras, lenses, glasses and optical equipment (including telescopes or binoculars).
4. Medical, identification, employment, property or commercial records or negotiable documents of any kind.
5. Mobile phones, laptops, tablets, computers, game consoles, TV's, monitors or other electrical devices.
6. Light equipment and light bulbs.
7. Flowers and plants, only carried if originating and sourced in the UK.
8. Glass and ceramic (perishable) goods.
9. Batteries, only carried if incorporated and packed with original equipment.

## **PACKAGING REQUIREMENTS**

### **Packaging dos**



#### **Use high quality and appropriate packaging and ensure taping and strapping is appropriate and of suitable quality**

Consider strength, cushioning, and durability when choosing your packaging; polystyrene chips, polyethylene foam, bubble plastic, crumpled aircushions or shredded paper.



#### **Remove labels**

When re-using a box, remove all labels and stickers.

### **Packaging don'ts**



#### **Badly packaged**

Don't use substandard or damaged cartons. Ensure that the box is in good shape and not worn out.

**Label as fragile instead of careful packing**

Don't consider "Fragile" and "Handle with care" labels as a substitute for careful packaging. They are only appropriate for information purposes.

**Don't allow contents to move**

Choose the appropriate size of packaging for the items you are sending. Under-filled boxes are likely to collapse; overloaded ones may burst.