

5.3.25 Magnetised material with a magnetic field strength of 0.159A/metre or more at a distance of 2.1 metres from the outside of the package e.g. PA systems,

5.3.26 Matches (including safety matches)

5.3.27 Obscene publications and unlawful indecent images (including 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,

5.3.28 Oxidising materials or organic peroxides (including disinfectants, nitrates, and hair dyes or colourants containing peroxide),

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

5.3.30 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 and rat poison),

5.3.31 Radioactive material and samples that are 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,

5.3.32 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)

5.3.33 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,

5.3.34 Weapons (including Section 5 firearms, CS gas and pepper sprays, flick knives, and other knives that are banned knives under UK laws, tasers and stun guns).

5.4 It is your responsibility not to send prohibited items in the post. If you are in any doubt you may seek advice from our website (www.royalmail.com).

5.4.1 any item which resembles a prohibited item may be subject to additional scrutiny which may cause delays

5.4.2 any compensation claim for delay as a result of additional scrutiny is subject to the limits set out in Section 17 of the Scheme

5.4.3 failure to comply with these conditions could result in prosecution resulting in a fine or imprisonment

5.4.4 failure to comply with these conditions could affect your ability to claim compensation

5.4.5 if you post an item that contains a prohibited item we may deal with such item in our sole and absolute discretion (without incurring any liability whatsoever to you or the addressee) including disposing of the relevant item (in whole or in part)

5.4.6 the sender, or their representative, may be required to pay an amount (to be fixed by us) to cover the costs of returning, dealing with or disposing of the item

5.4.7 the sender is responsible for checking whether an item is prohibited.

5.4.8 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

5.4.9 any article or substance classified as dangerous goods is prohibited (other than specified in Restricted items below)

Restricted items

5.5 There are some items, known as restricted items that we can, for legal or safety reasons, only carry through our postal network provided that you meet all our requirements for the acceptance of the item, including, but not limited to, packaging requirements.

5.6 We will not accept any liability for any item that contains restricted items if the requirements for the acceptance of those items are not met.

5.7 As the list of restricted items and requirements for each can change from time to time (see 5.7.15) we maintain a full, up-to-date list on our website (www.royalmail.com) (which can be viewed at any time). The list and details quoted below were correct at the time of publication:

5.7.1 Aerosols for personal grooming or medicinal purposes (including deodorants, body sprays, hair sprays, shaving and hair removal creams, medicinal aerosols for prevention or cure such as flea sprays, etc.)

5.7.1.1 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 package.

5.7.1.2 An ID8000 label must be applied. The sender's name and return address must be clearly visible on the outer packaging.

5.7.2 Alcoholic beverages with an alcohol content less than 24% ABV (e.g. wine and champagne)

5.7.2.1 Volume per item should not exceed 1 litre per container, wrap in polythene and seal with tape. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from breakage.

5.7.2.2 Mark as "FRAGILE" when sending glass bottles. The sender's name and return address must be clearly visible on the outer packaging

5.7.3 Alcoholic beverages with an alcohol content between 24% ABV – 70% ABV (e.g. whisky, vodka, gin)

5.7.3.1 Volume per item should not exceed 1 litre per item. No more than two items to be sent in any one parcel. 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.

5.7.3.2 Mark as 'FRAGILE' when sending glass bottles. The sender's name and return address must be clearly visible on the outer packaging.

5.7.4 Asbestos

5.7.4.1 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.

5.7.4.2 The sender's name and return address must be clearly visible on the outer packaging.

5.7.5 Balloons filled with non-flammable gas

5.7.5.1 Must be clearly marked on the outer packaging with the words 'BALLOONS FILLED WITH NON-FLAMMABLE GAS'.

5.7.6 Batteries - new alkaline, nickel metal hydride (NiMH) or nickel cadmium (NiCd) including D, C, 9V, AA, AAA and AAAA alkaline batteries

5.7.6.1 Must be new and sent unopened in their original retail packaging. Surround with cushioning material e.g. bubble wrap.

5.7.6.2 The sender's name and return address must be clearly visible on the outer packaging.

5.7.7 Batteries - Lithium ion/polymer batteries sent with equipment (e.g. rechargeable batteries sent with electronic devices including mains powered battery chargers but excluding battery packs)

5.7.7.1 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. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Cells and batteries must be protected against short circuit. Cells and batteries must be packed in inner packaging that completely encloses 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.

5.7.7.2 Lithium battery handling label to be applied. The sender's name and return address must be clearly visible on the outer packaging.

5.7.8 Batteries - lithium ion/polymer batteries contained in equipment (e.g. rechargeable batteries found in electronic devices)

5.7.8.1 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. Cells or batteries that are defective for safety reasons, or that have been damaged, are forbidden. Cells and batteries must be protected against short circuit. 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.

5.7.8.2 The sender's name and return address must be clearly visible on the outer packaging.