

5.7.20.2 Human and animal ashes must be placed in a sift-proof container and securely closed. Items 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.

5.7.21 Lighters (new and unused empty lighters)

5.7.21.1 Must be new, empty and sent unopened in their original retail packaging.

5.7.21.2 A sender's name and return address must be clearly visible on the outer packaging

5.7.22 Liquids over 1 litre (containing liquids not classified as dangerous goods)

5.7.22.1 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.

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

5.7.23 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)

5.7.23.1 Must be boxed and packaged to protect the creatures, our staff and our customers from harm. Use First Class as the minimum service.

5.7.23.2 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

5.7.24 Lottery tickets

5.7.24.1 UK lottery tickets are allowed in the domestic post.

5.7.25 Magnetised materials, other than those that are prohibited (including loud speakers)

5.7.25.1 The magnetised material must have a magnetic field strength of less than 0.159A/m at a distance of 2.1m from the outside of the package. Wrap soft packing material at least 2cm thick around each item.

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

5.7.26 Nail varnish and polish

5.7.26.1 Volume per item must not exceed 30ml. No more than four bottles of nail varnish can be sent in any one package. Bottles of nail varnish must be placed in strong outer packaging and be so packed, secured or cushioned in such a way that they cannot break, be punctured or leak their contents into the outer packaging.

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

5.7.27 Paints, wood stains and enamels - water-based

5.7.27.1 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. In the case of water-based paints, wood stains and enamels, there is no limit on the number of items that can be sent in any one package. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from damage. Volume per item should not exceed 150ml.

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

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

5.7.28.1 Volume per item must not exceed 150ml. No more than four perfumes or aftershaves can be sent in any one package. The perfume or aftershave must be within its original retail packaging and then placed in strong outer packaging. The inner packaging must be packed, secured or cushioned to prevent breakage or leakage of their contents into the outer packaging.

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

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

5.7.29.1 Packaging should be able to withstand a journey of up to 48 hours. You should use First Class as the minimum service. Must be suitably sealed to prevent leakage or tainting of other items such as in sealed vacuum packs.

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

5.7.30 Prescription medicines and drugs sent for scientific or medical purposes (non-toxic and non-flammable)

5.7.30.1 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 siftproof container (for solids). Must be tightly packed in strong outer packaging and must be secured or cushioned to prevent any damage.

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

5.7.31 Prescription medicines and drugs sent for scientific or medical purposes (toxic, flammable or toxic and flammable)

5.7.31.1 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.

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

5.7.32 Radioactive material and samples that are not classified as dangerous goods in the latest edition of the Safe Transport of Dangerous Goods by Air published by the International Civil Aviation Organisation's Technical Instructions (ICAO) e.g. samples of granite rock

5.7.32.1 Surround with cushioning material e.g. bubble wrap.

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

5.7.33 Sharp objects and instruments (including scissors, kitchen knives and utensils)

5.7.33.1 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.

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

5.7.34 Vaccines that are not classified as dangerous goods

5.7.34.1 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.

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

5.7.35 Human or animal samples

5.7.35.1 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.

5.7.35.2 The total sample volume/mass in any parcel must not exceed one kg. Solids only can be sent

5.7.35.3 All human or animal samples must be posted in packaging that complies with Packaging Instruction 650, such as our Safebox product.

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

5.7.36 **Valuables** can only be sent using the Special Delivery service.

5.8 It is your responsibility to ensure that restricted items are sent correctly and that you meet the requirements for acceptance. If you are in any doubt as to whether an item is one of the restricted items you can seek advice from our website (www.royalmail.com).

5.8.1 any item which resembles a restricted item may be subject to additional scrutiny which may cause delays

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