

Excluded/Prohibited Goods

Customers must ensure that packages do not contain excluded goods as defined below except as expressly agreed in writing by DX Express.

Excluded Goods means:

- a) Any Package that is not packed or labelled in compliance with, or otherwise does not fully comply, under applicable law or regulations, the provisions of the DX Express Service Agreement; DX Express Conditions of Carriage or the Packaging Guidelines, or that contains any substance or matter prohibited by the applicable law or regulations; or
- b) Any item which might or does cause any personal injury or physical damage to any person or property, or might otherwise be considered dangerous or hazardous; or
- c) Any of the following: antiques, asbestos, bank notes or Cash and cash-like negotiable instruments in bearer form which includes any item that in the hands of the bearer (the person in possession) can be used for financial gain for example activated SIM cards, cash dispenser cards; bullion of any precious metal; corrosives; human and animal remains or ashes; lewd, livestock; obscene or pornographic items; unused units in franking machines; credit company sales vouchers, works of art, knives (any knife, knife blade or razor blade; any axe and any other article which has a blade or which is sharply pointed), oil including engine oil, flammable or toxic liquids and infectious substances, propane, firearms including replica ammunition, or in the case of the DX Services to Ireland, any other item which is designated as a prohibited item in Ireland.
- d) Any of the following, unless approved by DX Express as suitable for carriage by road and as specified in the DX Express Service Agreement, under agreed limited quantities as permitted by law and regulations, and subject to review by the DX Health and Safety Team and the mandatory limitations on quantities and any specific documentation, Labelling and packaging requirements: chemicals; lithium batteries or articles containing lithium batteries, electronic cigarettes; cigarette lighters; controlled drugs; explosive substances and articles; fireworks; flammable items; living creatures; matches; organic peroxide; oxidising materials; liquids inclusive of, but not limited to paints; varnishes; enamels and similar substances; poisons; processed tobacco or tobacco products; waste items and radioactive materials. In addition, Glassware (defined as objects made of glass, such as bowls, drinking containers and ornaments), Crockery and ceramics are subject to approval. All of these articles are prohibited for air services.



Ireland: In addition, to those goods detailed within a) to d), a limited range of goods are prohibited or restricted at import and export into Ireland. The following are the main categories of goods affected: Domestic cats or dogs; illegal or dangerous drugs; indecent or obscene goods; all foodstuffs; products of endangered species; protected items or international heritage; medicines; firearms; weapons; fireworks or explosives; live or dead animals; fish; birds or plants. An updated full list of prohibited and restrictions goods can be found here:

<https://www.revenue.ie/en/customs/businesses/prohibitions-restrictions/index.aspx>, which contains details of licences, permits and authorisations that is needed to import or export these goods.

DX Express may add or remove items from this definition from time to time and it is the Customer's responsibility to always ensure compliance to the most up to date version. Additionally, we do not carry any other items which, in our sole discretion, we believe may pose a risk to our people, our operation, or to the general public.

Note: DX can only carry dangerous goods by road in limited quantity receptacles (LQ) limitations and 'Packaging Groups' 2 & 3. Only 1.4s. DX may open, inspect, and/or refuse to carry any Consignment that it believes may comprise non-approved Excluded Goods. DX shall not be responsible for any delay arising from any of the above