Excluded Goods (Referred to as Prohibited Articles in previous versions of DX's Terms and Conditions)

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

"Excluded Goods" means:

a) any Package that is not packed or labelled in compliance with, or otherwise does not fully comply with, the Regulations, the provisions of the Order or the Packaging Guidelines, or that contains any substance or matter prohibited by the 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 any other financial instruments capable of conversion into cash by anyone other than the payee; bullion; cash; human remains; lewd, obscene or pornographic items; unused units in franking machines; credit company sales vouchers and works of art or in the case of DX Mail Services, any other item which is designated as a prohibited item or restricted item by Royal Mail in the UK and An Post in the Republic of Ireland. DX may add or remove items from this definition from time to time by publishing the revised definition here.

(d) any of the following (unless this has first been approved as suitable for carriage by road by DX with reference to the prevailing legal conditions): chemicals; lithium batteries or articles containing lithium batteries; cigarette lighters; compressed gases and aerosols; controlled drugs; explosives; fireworks; firearms; flammable items; living creatures; matches; organic peroxide; oxidising materials; paints; varnishes; enamels and similar substances; poisons; processed tobacco or tobacco products; waste items; radioactive materials; wines or spirits. For the avoidance of doubt all of these articles are prohibited for air freight services and DX Mail Services. DX may add or remove items from this definition from time to time by publishing the revised definition here.