

## Excluded Goods

Customers must ensure that packages and consignments 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 Service Guide, 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; illegal goods; lewd, livestock; obscene or pornographic items; unused units in franking machines; credit company sales vouchers, works of art, dry ice, 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 or restricted 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.

## Ireland Prohibitions and Restrictions

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; certain foodstuffs – mainly meat, milk, fish, or products thereof; 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 also contains details of licences, permits and authorisations that is needed to import or export these goods.

DX Express, together with the relevant authorities, may add or remove items from this definition from time to time and it is the Customer's responsibility to ensure compliance to the most up to date version at all times. Please see the published revised definition here <https://www.dxdelivery.com/service-terms-conditions>

*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.*