

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

Prohibited and 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;

Note: DX can only carry dangerous goods by road in limited quantity receptacles (LQ) limitations and 'Packaging Groups' 2 & 3.

c) Prohibited goods for carriage include: domestic cats and dogs, animal remains and ashes, antiques, Any item prohibited or restricted item by Royal Mail in the UK and an Post in ROI (all services), asbestos, bank notes, bullion, cash, activated cash dispenser and SIM cards, tobacco or tobacco products, cigarettes, matches, credit company sales vouchers, illegal drugs, explosives, financial instruments capable of conversion into cash by anyone other than the Payee including securities, firearms, human remains (in any form) or ashes. Infective, infested, verminous, condemned, unstable or hazardous material. Items requiring specialist Storage conditions during carriage including temperature, humidity or other controlled environment. Matches, products of endangered species, protected items of international heritage, radioactive materials, ammunition - replica or otherwise. Stamps and unused units in franking machines. Toxic liquids, weapons, and works of art.

d) Under normal circumstances Excluded Goods which will not be carried by DX, unless the carriage of such Excluded Goods is specifically agreed in writing, signed by a Director of DX Express, and are not covered by our transit liability protection, these types of goods are carried entirely at the owner's risk. Excluded Goods include any of the following; and goods of the following types: corrosives, electronic cigarettes, cigarette lighters, lithium batteries or items containing such, car batteries, dry ice, tickets or vouchers exchangeable for goods or services, restricted natural furs, jewellery, precious metals, precious stones, fiberglass, fireworks, porcelain, ceramics, glass, Perspex, acrylics, polystyrene, knives, razor blades, axes, bladed or sharply pointed items, polycarbonate, sealant, wines, spirits, compressed gases, aerosols, propane, watches, perishable goods/goods liable to spoil (including food stuffs), controlled drugs and medicines (this prohibition does not extend to drugs carried under a Service Agreement with a pharmaceutical Customer who is licensed in respect of such drugs), oil-filled products or equipment, metal products where the packaging does not fully protect the item from damage or from damaging other freight, lewd, obscene, or pornographic material, flammable items, living creatures, organic peroxide, oxidising materials, poisons, second hand goods, liquids including but not limited to paint, varnishes, enamels and similar substances, oils and chemicals (refer to 'Note' above), waste items, electronics including but not limited to mobile phones, electronic tablets, laptops and smart watches or any other item that might endanger human or animal life or otherwise taint or damage other goods carried by DX.



Such list may be amended from time to time at the sole discretion of DX.

Note: 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.

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. An updated full list of prohibited and restricted goods can be found here:

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