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Restricted Items



All items must be despatched with suitable packaging for transit.

For each of our services, packaging requirements are detailed in the corresponding Whistl Customer Guide. Items which are not packaged in accordance with the requirements detailed in the Whistl Customer Guide for the service being used will be excluded from compensation for loss or damage.

Whistl will adhere to any legislative changes that affect the delivery of specific items.

For example the [Offensive Weapons Act](#) (due November 2019)

Read more about the act [here](#)

The delivery element of the act can be read within Part 3 (38 - 42) - Specific clauses of reference below:

38.Delivery of bladed products to residential premises etc

39.Delivery of bladed products to persons under 18

40.Defences to offence under section 38 or 39

41.Meaning of "bladed product" in sections 38 to 40

42.Delivery of bladed articles to persons under 18

Where applicable for carriage by Whistl or our carriers, the following list of items are excluded from compensation for loss or damage.

Please refer to your Whistl Contract for clarification on which Tracked services compensation is available.

Antiques (objects over 100 years old)

Any dangerous, hazardous or prohibited goods (as detailed in our Prohibited Goods section)

Articles made largely or wholly of gold, silver or other precious metals

Items made of or containing glass

Ceramic or composite items of any description including without limitation glass, mirrored items, crystal, ceramics, porcelain, plaster, marble, china, stone, slate, resin, granite, concrete (or any item containing these materials)

Items which have been strapped together

Diamonds and other precious stones with a value in excess of £250

Eggs

TV's & Monitors

Liquid food items or items contained in glass or ceramics - (all liquids are prohibited)

Any foods solid or liquid contained in glass or ceramics - (all liquids are prohibited)

Frozen food

Chilled food

Perishable food

Fire Extinguishers

Fossils, Stones, Stoneware

Furniture (Unless flat packed)

Flat packed furniture with sharp metal edges

Human and animal remains including, without limitation, ashes

Jewelry with a value over £250 or antique items

Marble or any stone derivative

Bankers' drafts

Current bank notes

Currency notes or coins

Credit cards / debit cards

Uncrossed postal orders which do not state to whom they are to be paid

Cheques or dividend warrants which are uncrossed and made payable to the bearer

Bearer securities including share warrants

Scripts or subscription certificates

Bonds or relative coupons un-franked postage or revenue stamps (except a revenue stamp embossed or impressed on an instrument which has been executed)

Coupons, Vouchers, Tokens, Stamps

Lottery tickets, scratch cards or similar

Items which can be exchanged by themselves or with any other item for money or goods or services:

National insurance stamps

All tickets including travel and events

Musical instrument hard cases and suitcases when used as external packaging

Musical instruments

Negotiable documents

Perishable goods

Plants, seeds, flowers, and plant derivatives

Real fur

Resin items, amber and composites

SIM cards

Watches over £250 or antique items

Tobacco and Tobacco products

The following list of prohibited items indicates which items may not be carried by Whistl and where there may be exceptions.

Before despatching an item on a Whistl service, it is the responsibility of the customer to ensure these requirements are adhered to and where exceptions are permitted, that items are despatched in accordance with the corresponding Whistl Customer Guide for the service they will be using.

Prohibited Item	Services	Description	Exceptions & Restrictions
Aerosols	Postal	Including spray paints, lacquers, solvents, air fresheners, oven cleaners, deodorants, body sprays, hair sprays, shaving and hair removal creams	Inhalers with a volume of 50ml or less are allowed.
Aerosols	Domestic Courier		Unless otherwise prohibited by this guide, Aerosol traffic categorised by ADR via UN1950 can be carried where the originator has met Limited Quantity minimum standards i.e. 1. In accordance to maximum piece, maximum parcel parameters above for declared UN number. 2. Packaged in a way to ensure it can't be punctured, break or leak. 3. For a UK roads solutions only. Limited Quantity decal MUST be displayed on the outer packing (decal must be 100mm x 100ml – where packaging allows)
Aerosols	International Courier	Including deodorants, body sprays, hair sprays, shaving and hair removal creams, medicinal aerosols for prevention or cure such as flea sprays, spray paints, lacquers, solvents, air fresheners, oven cleaners, etc	
Alcoholic beverages	All		
Ammunition	All		
Antiques and art-works	All		Prohibited unless agreed with Whistl on certain Courier services. For more information, please discuss with your Whistl Account Manager

Prohibited Item	Services	Description	Exceptions & Restrictions
Apparel and accessories over £250 in value	All		Prohibited unless agreed with Whistl on certain Courier services. For more information, please discuss with your Whistl Account Manager
Asbestos	All		Samples of asbestos may be sent on postal services provided the sample is fixed within an inert material such as a glue or resin. Surround with cushioning material e.g. bubble wrap. The sender's name and returns address must be clearly visible on the outer packaging.
Blank activated credit cards / debit cards / charge cards or cash dispenser cards and event tickets	Courier		Prohibited unless agreed with Whistl on certain Courier services. For more information, please discuss with your Whistl Account Manager
Bullion (or any precious metal)	All		Prohibited unless agreed with Whistl on certain Courier services. For more information, please discuss with your Whistl Account Manager
Cash-like negotiable instruments in bearer form	Courier	This would include but not limited to cash, bank notes, currency, vouchers, securities, pre-paid phone cards, activated SIM cards and unused stamps	
Balloons - Filled	All		
Batteries	All	Batteries that are classed as dangerous goods by the latest edition of the International Civil Aviation Organization's (ICAO) Technical Instructions are prohibited. This includes lithium[1] ion/polymer/metal/alloy batteries sent in isolation, with or contained in electronic equipment such as mobile phones or digital cameras. Lead acid batteries (e.g. car batteries)	On domestic services: Alkaline, nickel metal hydride (NiMH) and nickel cadmium (NiCd) batteries may only be sent if new and unopened in their original retail packaging. Including household AA and AAA batteries. The batteries must be surrounded with cushioning material e.g. bubble wrap.

Prohibited Item	Services	Description	Exceptions & Restrictions
		and sealed lead acid batteries are also prohibited.	
Christmas Crackers	All		On domestic services: Crackers can only be sent in their complete made-up form and in their original retail packaging. An MSDS form should be included.
Clinical and medical waste	All	For example contaminated dressings, bandages and needles.	
Controlled drugs and narcotics	All	Including cannabis, cocaine, heroin, LSD, opium and amyl nitrate	
Corrosive substances	All	Substances which can cause severe damage to living tissue, other freight or transport by its chemical action are prohibited including aluminium chloride, caustic soda, corrosive cleaning fluid, dyes, acids, corrosive paint and rust removers, mercury and gallium metal. This may also include acids, some paints, caustic soda, some oven cleaners & paint remover.	
Costume jewellery over £250 in value	All		Prohibited unless agreed with Whistl on certain Courier services. For more information, please discuss with your Whistl Account Manager
Counterfeit currency, bank notes and postage stamps	All	Including any false instrument, or copy of a false instrument (within the meaning of section 5 of the Forgery and Counterfeiting Act 1981).	Except copies of old denominations, which are now obsolete and worthless except for collectable value and cannot be passed as tender.
Designer Goods	All		Prohibited unless agreed with Whistl on certain Courier services. For more information, please discuss with your Whistl Account Manager
Dry ice	All	For example UN1845 when used as a coolant for UN3373 or for other perishable items.	

Prohibited Item	Services	Description	Exceptions & Restrictions
Environmental waste	All	Including used batteries and used engine oil.	
Electronic items containing any batteries exceeding 100Wh	All	Including electric bicycles and some high performance laptops.	
Electronic items sent with new alkaline, nickel metal hydride (NiMH) or nickel cadmium (NiCd) batteries	All		Domestic services: May be despatched if new and sent unopened in their original retail packaging. Items should be surrounded with sufficient cushioning material to protect each item from damage. Each item, including plugs, should be wrapped individually and placed in a rigid container and cushioned to avoid movement. Any equipment sent with batteries or cells must be secured against movement within the outer packaging and must be packed to prevent accidental activation. An MSDS will be required.
Explosives	All	Any chemical compound, mixture or device capable of producing an explosive or pyrotechnic effect with substantial instantaneous release of heat and gas is prohibited e.g. ammunition, blasting caps, fireworks, flares, fuses, igniters and nitro-glycerine. Items that appear to be prohibited explosive ordnance may be subject to additional checks and delays.	
Flammable liquids	All	This includes mixtures of liquids or liquids containing solids in solution or suspension which give off a flammable vapour. Any liquid with a closed cup flash point below 60° C is prohibited e.g. acetone, benzene, cleaning compounds, gasoline, lighter fuel, paint thinners and removers, petroleum and solvents, certain alcoholic beverages, perfumes and aftershaves, varnishes and enamels including nail varnish.	

Prohibited Item	Services	Description	Exceptions & Restrictions
Flammable solids	All	Solid materials which are liable to cause fire by friction, absorption of water, spontaneous chemical changes or retained heat from manufacturing or processing, or which can be readily ignited and burn vigorously e.g. adhesives, calcium carbide, cellulose nitrate products, fire lighters, matches, metallic magnesium, nitro-cellulose based film, phosphorous, potassium, sodium, sodium hydride, zinc powder, zirconium hydride.	
Frozen water	All	Including packs of ice.	
Gases	All	Gases that are compressed, liquefied or dissolved under pressure, permanent gases which cannot be liquefied at ambient temperatures, liquefied gases which become liquid under pressure at ambient temperatures, dissolved gases which are dissolved under pressure in a solvent. 1. All flammable compressed gases are prohibited e.g. blowlamps; butane; lighters and refills containing flammable liquid or gas; ethane; gas cylinders for camping stoves; hydrogen; methane and propane. 2. All toxic compressed gases are prohibited e.g. chlorine; fluorine etc. 3. All non-flammable compressed gases are prohibited e.g. air bags; scuba tanks, carbon dioxide; fire extinguishers; neon and nitrogen.	
Goods made in foreign prisons	All		Domestic services: Except those imported for a non-commercial purpose, of a kind not manufactured in the UK, or those in transit.
Human and animal remains	All	Including ashes.	
Illegal goods	All	Illegal goods (these are goods which are considered illegal in the origin, the transit points and/or the destination countries and would	

Prohibited
Item

Services

Description

Exceptions & Restrictions

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Prohibited Item	Services	Description	Exceptions & Restrictions
Prohibited Item Continued	Services	Description	Exceptions & Restrictions
Radioactive materials	All	Radioactive materials and samples that are classified as radioactive using Table 2-12 of the latest edition of the International Civil Aviation Organization's Technical Instructions e.g. fissile material (uranium 235, etc), radioactive waste material, thorium or uranium ores and luminous dials from aircraft.	
Sharp objects and Bladed Products	All	In accordance to the Offensive Weapons Act (Nov 2019) Part 3: 38.Delivery of bladed products to residential premises etc 39.Delivery of bladed products to persons under 18 40.Defences to offence under section 38 or 39 41.Meaning of "bladed product" in sections 38 to 40 42.Delivery of bladed articles to persons under 18	Prohibited: Sharp objects like knives, kitchen utensils and gardening tools may only be posted if they are packaged appropriately so that they are no risk to employees, other packages or recipients. Any bladed article which (a) is or has a blade, and (b) is capable of causing a serious injury to a person which involves cutting that person's skin
Solvent-based paints, wood varnishes and enamels	All	Including Gloss paint, varnishes (including nail varnish), enamels and similar substances.	
Tickets and related advertisements for illegal lotteries	All		

Prohibited Item
Continued

Services

Description

Exceptions & Restrictions

[1] Lithium batteries contained in equipment are acceptable for carriage when despatched using domestic courier services and must follow a strict packing requirement. The article containing the batteries must packed

in a strong rigid packaging, must be secure to prevent any movement and to prevent accidental activation. The name and address of the sender must also be clearly legible.

Whether you're new to Whistl, one of our customers or just want to ask some questions we'd love to chat!

DPA

Or let us give you some ideas on how we can help you drive your business forward. Tell us a bit about yourself

Select an industry you operate in... ▾

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