

Prohibited and Restricted Items (Retail Customers).

In the table below, 'No' means an item **cannot** be sent via Air Cargo. **Most BFPO locations are serviced via Air Cargo and International Prohibitions will apply.** If in doubt, consult your Forces Post Office or BFPO Enquiries at bfpoenquiries@gmail.com

Commercial Account customers should check the Parcelforce web site pages at: <https://www.parcelforce.com/help-and-advice/account-customers/account-prohibitions-and-restrictions> or contact your account manager for further assistance.

Item	International
<p>Aerosols for toiletry or medicinal purposes. Aerosols for personal grooming or medicinal purposes, (including deodorants, body sprays, hair sprays, shaving and hair removal creams/gels/foams, medicinal aerosols for prevention or cure such as flea sprays, etc).</p>	No
<p>Aerosols for any other purpose.</p>	No
<p>Alcoholic beverages. Containing more than 70% alcohol by volume (ABV).</p>	No
<p>Alcoholic beverages. Containing more than 24% but not more than 70% alcohol by volume (ABV) e.g. gin; rum; vodka; whiskey.</p> <p>The consumption of alcohol on operations is strictly controlled and the sending of alcoholic drinks in parcels sent under the MOD-funded Enduring Families Free Mail (EFFMS) service is forbidden. Welfare parcels sent to operational addresses are not to include alcohol of any strength.</p>	No
<p>Alcoholic beverages. Containing 24% alcohol by volume (ABV) or less (e.g. beer; wine; and champagne). Packaging guidelines: Volume must not exceed 1 litre per item. Wrap in</p>	Yes

Item	International
<p>polythene and seal with tape. Surround with absorbent material and cushioning to prevent breakage. Mark as 'FRAGILE' when sending glass bottles. See warning for operations above.</p>	
<p>Arms and Ammunition. All firearms, including imitations and antiques; paint-ball, toy guns, Taser and stun guns; components of firearms and all other items similar to, or resembling, the foregoing are prohibited. All ammunition is also prohibited. Weapons (including Section 5 firearms, CS gas and pepper sprays, flick knives, and other knives that are banned knives under UK laws).</p>	No
<p>Batteries that are classified as dangerous goods and certain used batteries. Including wet spillable lead acid/lead alkaline batteries (such as car batteries), used alkaline metal, nickel metal hydride (NiMH), nickel cadmium (NiCd), zinc-air batteries, and damaged batteries of any type).</p>	No
<p>Batteries, specifically new alkaline metal, nickel metal hydride (NiMH), nickel cadmium (NiCd) and zinc-air. Packaging guidelines: Must be new and sent unopened in their original retail packaging. Surround with cushioning material e.g. bubble wrap.</p>	Yes
<p>Batteries. Specifically new and used lithium batteries when not sent with or connected to an electronic device.</p>	No
<p>Batteries - new wet, non-spillable. (e.g. sealed lead acid batteries, absorbed glass mat and gel cell batteries).</p>	No

Item	International
<p>Electronic devices sent with lithium batteries. (including mobile phones, digital cameras, etc) where the battery is NOT connected to the device.</p>	No
<p>Electronic devices connected to lithium batteries. (including mobile phones, digital cameras, etc) where the battery is connected to the device.</p> <p>Packaging guidelines: Each parcel must contain no more than four cells or two batteries installed in a device. For lithium ion/polymer batteries the Watt-hour rating must not exceed 20Wh per cell or 100Wh per battery. For lithium metal/alloy batteries the lithium content must not be more than 1g per cell or 2g per battery. The maximum net quantity of cells or batteries is 5kg per parcel. Each cell and battery must be of a type proven to meet the requirements of each test in the UN Manual of Tests and Criteria, Part III, section 38.3. Cells or batteries that are defective or damaged are forbidden. The equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging and packed to prevent accidental activation. Sender's name and address must be visible on the parcel. Country restrictions may apply.</p>	Yes
<p>Damaged batteries. Damaged batteries of any sort and those identified by the manufacturer as being defective for safety reasons are strictly prohibited and must not be sent.</p>	No
<p>Christmas Crackers.</p>	No
<p>Clinical and medical waste. e.g. contaminated dressings, bandages and needles.</p>	No

Item	International
<p>Controlled drugs and narcotics. such as cannabis, cocaine, heroin, LSD, opium and amyl nitrate, leaves from the Catha Edulis plant, morphine, opium, psychotropic substances etc. Those discovered in transit will be stopped, and handed to customs or the Police, who may take legal action against the sender and/or recipient.</p>	No
<p>Corrosives. Including dyes, acids, corrosive paint and rust removers, caustic soda, mercury and gallium metal.</p>	No
<p>Counterfeit currency. Counterfeit currency and counterfeit stamps are prohibited.</p>	No
<p>Dry Ice.</p>	No
<p>Environmental waste. Including used batteries and used engine oil.</p>	No
<p>Explosives. Including fireworks, flares, blasting caps, party poppers.</p>	No
<p>Financial documents. Any financial documents (money, banker's drafts, cheques, dividends, bonds, securities etc). Which can be exchanged individually, or with any other document, for money, goods or services, cannot be sent on Parcelforce services. They can be sent via Royal Mail Special Delivery, but are excluded from consequential loss.</p>	No
<p>Flammable liquids. Including petroleum, lighter fluid, certain adhesives, solvent based paints, wood varnish, enamels, acetone and all nail varnish removers.</p>	No

Item	International
<p>Flammable solids. Including magnesium, phosphorous, sodium, zinc powder and fire lighters.</p>	No
<p>Gases, including flammable, non-flammable, toxic and compressed gases. Gases including flammable, non-flammable toxic and compressed gases, new, used and empty gas cylinders, butane, ethane, refills for lighters, fire extinguishers and scuba tanks, life jackets, nitrogen dioxide and carbon dioxide canisters (culinary foaming devices and soda stream).</p>	No
<p>Hover boards and electric scooters. Are prohibited to all destinations (UK and international)</p>	No
<p>Human and animal remains. Human remains (including ashes) and dead animals (including preserved animal parts and skins) are prohibited.</p>	No
<p>Illegal lottery tickets. Tickets and related advertisements for illegal lotteries are prohibited.</p>	No
<p>Indecent, obscene or offensive articles. Indecent, obscene or offensive communications, prints, photographs, books or other articles, and packets bearing grossly offensive, indecent or obscene words, marks or designs are prohibited. Those discovered in transit will be stopped, and handed to customs or the Police, who may take legal action against the sender and/or recipient.</p>	No
<p>Infectious substances and pathogens. (UN2814 or UN2900) as classified in the latest edition of the Technical Instructions for Safe Transport of Dangerous Goods by Air</p>	No

Item	International
published by the International Civil Aviation Organization (ICAO).	
<p>Lighters and refills containing flammable liquid or gas. Including new, used and empty butane, petrol cigar and cigarette lighters.</p>	No
<p>Living creatures. Including as insects, bees, spiders, fish fry and coral are all prohibited from our UK and International services.</p>	No
<p>Magnetized material. With a field strength of 0.418A/metre or more at a distance of 4.6 metres from the outside of the package.</p>	No
<p>Matches. Including safety matches.</p>	No
<p>Miscellaneous manufactured articles. Goods made in foreign prisons, except those imported for a non-commercial purpose of a kind not manufactured in the United Kingdom, or those in transit.</p>	No
<p>Misleading endorsements. Parcels must not bear words, marks or designs which are unauthorised and which may reasonably lead the recipient to believe that the parcel has been sent On Her Majesty's Service.</p>	No
<p>Nail varnish, polish or gel. Packaging guidelines: Volume per item must not exceed 30ml. No more than four items in any one parcel. Must be placed in strong outer packaging and cushioned to prevent breakage. Sender's name and address must be visible on the parcel.</p>	No

Item	International
<p>Oxidising materials or organic peroxides. Including disinfectants, nitrates and hair dyes or colorant's containing peroxide.</p>	No
<p>Perfumes and aftershaves. Including eau de parfum and eau de toilette. Packaging guidelines: Volume per item must not exceed 150ml. No more than four items in any one parcel. Must be sent in its original retail packaging, placed in strong outer packaging and cushioned to prevent breakage. Sender's name and address must be visible on the parcel.</p>	No
<p>Perishable foodstuffs and articles. Including fresh fruit, meat, fish, plants, flowers, seeds and medicines. Packages must be clearly labelled "PERISHABLE". Packages of fish should be smoked or chilled, and sealed in vacuum packs before sending. In all cases they must be enclosed in adequate polystyrene containment to prevent contamination. It is the responsibility of the sender to package all perishable articles in such a manner that during transport within the system the contents are kept at an appropriate temperature that is unlikely to give rise to a risk to health. Frozen water and dry ice are prohibited. Certain international destinations prohibit the import of perishable articles, including perishable and non-perishable foodstuffs. Please check individual country restrictions before sending consignments containing perishable foodstuffs or articles (including plants, flowers, medicines, seeds and other vegetable products intended for further processing). For more information about country-specific prohibitions, exclusions or licence requirements, please check before sending.</p>	Yes
<p>Frozen food. For all international services, foodstuffs and perishable food articles and beverages requiring refrigeration or other environmental control are prohibited.</p>	No

Item	International
<p>Plants. Live plants may only be sent in accordance with the terms and conditions set out in 'Perishable foodstuffs and articles' above. Certain international destinations prohibit the import of plants, organic matter and seeds so please check before sending.</p>	Yes
<p>Pesticides. Weed killer and any chemical used to kill pests and insects including fly sprays.</p>	No
<p>Poisons, toxic liquids, solids and gases. Including substances that are liable to cause death or injury if swallowed or inhaled or by skin contact, including arsenic, cyanide, fluorine, rat poison.</p>	No
<p>Prescription medicines and drugs sent for scientific or medical purposes. Non-toxic and non-flammable. Packaging guidelines: Medicines must be securely closed and placed in a sealed polythene bag (for liquids) or a sift proof container (for solids). Must be tightly packed in strong outer packaging and cushioned to prevent breakage. Sender's name and address must be visible on the parcel. A copy of the prescription must be attached to the outside of the consignment.</p>	Yes
<p>Radioactive materials and samples. Classified as dangerous goods such as luminous dials from aircraft.</p>	No
<p>Sharp objects. These items may only be posted if they are packaged appropriately so that they do not present a risk to employees, other packages or recipients.</p>	Yes

Item	International
<p>Waste, dirt, filth or refuse. Waste, dirt, filth or refuse (including household waste).</p>	<p>No</p>
<p>Water-based paints, wood stains and enamels. Volume per item should not exceed 150ml. There is no restriction on the number of items than can be sent in each package. Wrap in polythene and seal with tape. Surround with absorbent material such as newspaper and sufficient cushioning material to protect each item from damage. The sender's name and return address must be clearly visible on the outer packaging. Any item which resembles a restricted item may be subject to additional scrutiny which may cause delays.</p>	<p>Yes</p>
<p>Works of art. Works of art cannot be exported to certain destinations so please check before sending. Works of art are excluded from compensation for loss and damage although they can be sent. You may need a licence to export 'cultural goods' over 50 years old.</p>	<p>Yes</p>
<p>Restrictions on Fragile Items</p> <p>In the case of fragile items, we will pay compensation for loss, but not damage to the following items:</p> <ul style="list-style-type: none"> • automotive parts and body work including doors, bumpers and headlights • cases (including suitcases and musical instrument cases) when used as external packaging • ceramics or composites wholly or partially made of china and/or porcelain • computer monitors - including laptops, all-in-one desktops and iMacs • fossils, rock and stone items - including fragranite • furniture - flat packed and ready built • glassware - items wholly or partially made of glass or containing glass, e.g. bottles, picture frames, TV's and laptops that contain glass • wall hangings or decorative objects – laminates, photographs or ornaments including frames made of wood or other materials/composites. 	

Item	International
<ul style="list-style-type: none"> • lighting; damage in transit or in handling of fluorescent tubes, neon lighting, x-ray tubes, light bulbs or any other inherently fragile items • marble or any stone derivatives • plaster items including plaster of Paris, fibre clay • resin items including amorphite, amber and composites • televisions - including CRT, LCD, LED and Plasma screens • eggs • cakes of all types <p>Musical instruments</p> <p>There is no enhanced compensation available for musical instruments.</p> <p>Tablets/iPads</p> <p>BFPO will not pay a compensation for damaged tablet computers/iPad, where this is caused by insufficient packaging. Using Jiffy bags and or bubble wrap is not adequate to protect bending causing damage to the screens within the postal system. Senders should, where possible, use the manufacturer's original packaging. Alternatively, as a minimum standard, a rigid cardboard box and solid polystyrene foam blocks should be used to cushion against impact and keep the item from moving inside the box.</p>	