



Terms and Conditions

This agreement is effective from February 1st, 2008 for all members (users and service providers).

This document details the terms under which ParcelPortal Limited (hereon ParcelPortal) offers access to the Portal.

The use of our services under the www.parcelportal.com and parcelportal.com domain names are subject to the terms and conditions of this agreement.

Once you accept the terms and conditions of this User Agreement, you hereby agree and acknowledge that we may at anytime modify the terms and conditions of this Agreement by displaying the modified Agreement with its new terms and conditions on the ParcelPortal website.

Such modified terms and conditions shall take effect immediately after posting to the ParcelPortal website.

You agree and consent to any and all modified terms and conditions hereunder.

This Agreement cannot be amended, modified, and/or changed by you in any manner whatsoever.

Furthermore, you agree that we may discontinue our website/service at anytime and without notice and without any liability or responsibility to you.

For the purposes of clarity throughout this agreement; a service provider is referred to as an SP and a person/entity who requires/books goods to move is referred to as a client.

These are both defined as members when referred to collectively.

What is a Portal? - "*a website that provides links to information ...*"

1) ParcelPortal - is a Portal

- a. It hosts the information of services provided by service providers with respect to parcels and loads - and more specifically:
 - i. The time of operation
 - ii. The zones/geographical areas of operation
 - iii. The capacity (weight, length, width & height)
 - iv. Rate and Price structure
 - v. Terms and Conditions
- b. It provides Links to clients about Services offered by Service Providers
- c. It facilitates the matching of
 - i. the requirements of clients to send a parcel or load
 - ii. with the services provided by the SPs.
- d. It facilitates the booking of a service of a service provider, by a client.

2) Clients and Service Providers

- a. ParcelPortal is not a transportation service provider, freight forwarder, broker or "middle-man".
- b. The clients are solely responsible for the decision to select a service of a service provider.
- c. Consequently, we have no and assume no control over the quality, safety, or legal aspects of the transactions that take place through our website.
- d. All the documentation of a SP including insurances, licenses and Terms & Conditions will be available for the client before he/she selects the service of the SP.
- e. We do not provide any endorsement for the services provided by any SP.
- f. We do not provide the services and we are not in any way responsible for assisting in any manner with the provision of the services contracted for.
- g. You acknowledge and agree that any and all communications whether verbal or written, or any warranties or representations made with regard to the transportation services are not provided by ParcelPortal and are to be regarded as solely between the client and the SP.
- h. Because we are not involved in the actual physical transaction between clients and SP's - we have no control over the accuracy of the execution of the transportation job;
 - i. the ability of SPs to transport the goods;
 - ii. the ability of client to send those goods or the ability of the receiver to accept those goods.
- i. We cannot guarantee that a client or SP will actually complete the shipment.

3) Service Providers

- a. ParcelPortal is in no way involved in the decision-making of the client to select a service of from a service provider.
- b. Although every effort and precaution is made to validate and verify SP's, ParcelPortal assumes no responsibility for claims made by SPs with respect to their licenses, insurance, registration, membership or trade association or indeed any other claim made at any point during the transaction.
- c. We cannot and will not guarantee the ability of clients to complete payment for any of the provided services.
- d. Furthermore, we cannot verify, validate or confirm the identity or ability of clients to pay for the services provided.
- e. SP's that transport goods must have a valid license to operate the vehicle they intend to use.
- f. You agree that the website is for transportation services only and that work that you provide will only involve services.

4) Clients

- a. The clients are solely responsible for the decision to select a service of a service provider.
- b. Consequently, we have no and assume no control over the quality, safety, or legal aspects of the transactions that take place through our website.

- c. The onus is on the client to make sure that the selected SP has sufficient documentation including insurances, licenses and Terms & Conditions for the transportation of the services requested.
- d. As a client, you are obligated to complete the transaction with the SP if you accept the SP's service, unless the transaction is prohibited by law or by this Agreement.
- e. By accepting a SP's offer, you agree to be bound by the conditions of the of the service included in the offer details so long as the trip details are not in violation of this Agreement or unlawful.
- f. Acceptance generally is not retractable unless: the SP materially changes the offer for service details after your acceptance.

5) Membership

Our services are available only to those in a position to form legally binding contracts under UK law.

- a. Our services are not available to under 18's or temporarily/indefinitely suspended ParcelPortal members.
- b. Under 18's may only use this service in conjunction with their parents/guardians.
- c. Your ParcelPortal membership may not be transferred or sold to another party.
- d. If you are registering as a business entity, you represent that you have the authority to bind the entity to this agreement.
- e. You agree that you will not use your participation in the ParcelPortal website as a means to market or sell any goods or products, unless specifically approved by ParcelPortal.
- f. You are solely responsible for all actions taken with your User ID and password, including bookings and fees.
- g. We recommend that you choose a strong password, keep it safe and secure and do not disclose it to any third parties.

6) Other/Additional Terms and Conditions

- a. You acknowledge and agree that we have the sole discretion to set forth and post additional terms and conditions for your use of the ParcelPortal website at various places throughout the website.
- b. You agree that those additional terms and conditions shall be considered an immediate effective amendment to this Agreement and said terms and conditions shall be incorporated herein.
- c. You agree that if there is any conflict between those additional terms and conditions and the specific terms and conditions set forth herein, the terms and conditions set forth herein shall govern.

7) Fees

- a. There are currently no fees to join ParcelPortal and :
 - i. for hosting the information about services of a service provider
 - ii. for matching the requirements of a client to the available services provided by service providers
 - iii. for booking the services of a service provider by a client.

- b. SP's are charged a success fee based upon a tiered percentage of their selected service.
- c. The tiered fee structure is as follows:
 - i. 5.0% of the price from £0.01-£500.00, with a minimum fee of £5.00;
 - ii. 4.0% of the price from £500.01-£1,000.00; and
 - iii. 3.0% of the price for any amount over £1000.01.
- d. Please see the table below for the tiered breakdown for this example:

Value of Offer for Service	Fee
£0.01-£500.00	5.0% of the value from £0.01-£500.00, with a minimum fee of £5.00
£500.01-£1,000.00	£25 (5.0% on the first £500.00) plus 4.0% on the difference between the value of the booking and £500.00
Over £1,000.00	£25 (5.0% on the first £500.00) plus £20 (4.0% on the second £500) plus 3.0% on the difference between the value of the booking and £1000.00

- e. When a client accepts a service offered by an SP, they pay the full amount of the selected service.
 - i. The Full Amount minus the success fee is credited to the SP.
 - ii. The Success Fee is credited to the account of ParcelPortal.
- f. We reserve the right to waive or change our fees, penalties, or interest at any time.
- g. We may also temporarily change or suspend our fees for a promotional period and such changes will be described on the web. All fees are quoted in GBP (£).

8) Cancellations

- a. A "cancellation" may occur on PacelPortal when either member has to cancel AFTER a offer for service was accepted but BEFORE any services are performed.
- b. After an offer for service is accepted and the two parties communicate directly, occasionally one or both of the parties determine that they cannot complete the transaction.
- c. Cancellations should only be requested after reasonable attempts have been made to reach an agreeable solution and it is certain that the services that were booked on PacelPortal will not be performed.
- d. When you request a cancellation, the other member will be notified and will have 3 hours to respond by either:
 - i. accepting the cancellation and your reason;
 - ii. rejecting the cancellation and requesting review by ParcelPortal staff.
- e. If the other party does not respond within the 3 hour grace period, the cancellation and reason will be automatically accepted.

- f. If your request for cancellation is accepted by the other member, the accepted offer for service will be retracted.
- g. If your request is rejected by the other member, then it shall be sent to PacelPortal for review and a decision will be made on allowing or not allowing the cancellation.
- h. In such a case, no further correspondence may be entered into, PacelPortal's decision is final.
- i. Dependant upon the reasons for cancellation, amounts associated with the user deposit or PacelPortal success fee may be refunded to the member at our sole discretion.
- j. PacelPortal takes abuse of the cancellation procedure very seriously.
- k. This includes submitting false/exaggerated reasons, attempting to retract accepted bids, or colluding with other members to abuse the procedure.
- l. A member that is found/suspected to be abusing the procedure will automatically have their cancellation request denied, may be subject to additional fees and penalties, and may have their account immediately suspended or deleted.

9) No Agency

- a. You hereby agree and acknowledge that your execution of this Agreement, your provision of services and/or your use of the PacelPortal website does not confer or imply any contractor, agency, partnership, joint venture, employee-employer or franchiser-franchisee relationship with us.
- b. And furthermore that no affiliation, association or connection exists between you and PacelPortal.
- c. There is no mutual obligation for us to provide offers for service for SP's to execute, nor is there mutual obligation to provide clients with SP's to provide offers for services.

10) Release

- a. Should you have a dispute with one or more PacelPortal clients/SP's, you release ParcelPortal, its officers, directors, and employees from all claims, demands and damages (direct and indirect) of any kind and nature, known and unknown, suspected and unsuspected, disclosed and undisclosed, arising out of or in any way connected with such disputes.

11) Execution of Service

- a. The SP reserves the right to inspect your shipment before accepting it – if he has reason to suspect that it may be a Prohibited or Restricted Item - and to refuse to transport any item prohibited by this Agreement or by law.

12) Prohibited and Restricted Items

- a. Prohibited & Restricted Items include hazardous/dangerous goods as well as items which generally do not pose a danger to health, safety, or property while being transported, but their transport is regulated or banned for public policy reasons.
- b. Generally, [goods that cannot be sent through Royal Mail](#) (excluding living creatures) are not permitted on PacelPortal.
- c. An indicative list of Prohibited and Restricted goods can be found in Schedule 1 at the bottom of this Agreement.

- d. Any Client who wants to transport any Prohibited or Restricted item must clear it with the Service Provider before accepting of his offer.
- e. Any Service Provider who transports Prohibited or Restricted goods do it at his own risk and Parcel Portal is under no circumstances responsible for such a transaction.
- f. Full responsibility rests with the client to comply with all laws and regulations that relate to the transportation of hazardous and restricted goods.
- g. Full responsibility rests with the Service Provider to comply with all laws and regulations that relate to the transportation of hazardous and restricted goods.
- h. Anyone who sends, or causes to be sent, a prohibited/restricted item or improperly packaged hazardous material can be subject to severe legal penalties.

13) Transportation

- a. As a Service Provider you must legally be able to execute the services you offer.
- b. You agree that it is your sole obligation to comply with all laws, rules, licensing and regulations that may apply.
- c. You must describe your offer and all terms of your services on the bid submittal form on our site.
- d. You acknowledge that the ParcelPortal website exists for members to make a fully informed decision about your bids, services offered, policies and procedures.
- e. Therefore, you shall disclose to every member that you attempt to do business with your services offered and relevant policies, procedures and fees that you will charge.
- f. In the event, that you charge any "extra fees" (and we are made aware of this fact), we reserve the right to suspend or cancel your account at our sole discretion.
- g. If you offer any services and your offer is accepted by the client, you are obligated to carry out the services offered in your accepted offer price.
- h. You authorize us to charge the ParcelPortal success fee to your account when the client accepts your offer for service (see Fees above).
- i. You yourself are responsible for the rates which you define in Parcel Portal and you are under no influence, agreement or manipulation from Parcel Portal.
- j. You are responsible for any miscalculation of your rates and rate structures and should report it to customer services of Parcel Portal as soon as you discover such a miscalculation.
- k. ParcelPortal and its suppliers assume no responsibility for any loss, damage, or delay whatsoever resulting from use of these calculations.
- l. We recommend that you verify with the user the pickup & delivery information that we provide.

14) Shipment Status / Feedback

- a. The service provider will keep the client informed of the status of his shipment through a status update of the allocated consignment. The Parcel Portal website will send the status update to the client via email and/or sms.

- b. The client will leave feedback about the service provider on the Parcel Portal website in the form of stars (1 to 5) and a free text comment. The average stars of the service provider are displayed on his next offer to clients.

15) Information You Supply

- a. You are solely responsible for the information you provide to ParcelPortal or other members in the registration, shipping, or transportation process.
- b. Your personal information and any shipment or trip listings must be true, legal, accurate, and non-fraudulent.
- c. You may not provide contact information to other members for the purpose of bypassing ParcelPortal success fees.
- d. Information may not contain any viruses or other malware that may damage or interfere with our website.
- e. You authorize ParcelPortal to use the information you supply to us in connection with our services and in accordance with this Agreement.
- f. We have no control over any communication, information, and specifically, over the content of communication or information supplied by members.
- g. We do not and will not ensure the accuracy or reliability of such communication or information nor will we act as a monitor over the content of such communication for information.
- h. However, we do reserve the absolute right to remove or restrict any communication or information that you post to the website that is in violation of this Agreement, illegal, threatening, coarse or inappropriate.
- i. You expressly represent and warrant the following:
 - i. You are the owner, of any and all communication, content and/or information that you supply on the website, or;
 - ii. You are the legitimate and rightful grantee of a worldwide, royalty free, perpetual, irrevocable, sub-licensable, non-exclusive license to use, distribute, reproduce and distribute such communication, content and/or information.
- j. To only that extent to allow us to use your communication, content and/or information and not violate your rights in the same.
- k. You grant to us a royalty free, perpetual, irrevocable, sub-licensable, non-exclusive license to exercise the copyright, publicity and database rights that you have in your communication, content and/or information.
- l. You further represent and warrant that any and all of your online communication, content and/or information:
 - i. Will not violate UK law;
 - ii. Will not violate the terms of this Agreement;
 - iii. Will not infringe any third party's intellectual property rights including but not limited to copyright, patent or trademarks;
 - iv. Will not contain obscene, lewd, pornographic or suggestive content;
 - v. Will not be libelous, harassing, threatening, or defamatory. This specifically includes making legal claims of any sort about ParcelPortal employees, suppliers, other members, or the marketplace itself;
 - vi. Will not contain any computer hardware or software, viruses, trojan horses, worms, or any other computer programming that may interfere

- or has the intention to interfere with the operation of our website, operation of any of our systems and or create or impose a large burden or load on our website;
- vii. Will not be used to scan or test the vulnerability or security of our website or the system within which it operates;
 - viii. Will not be used for commercial or public purposes outside of the requirements of this Agreement;
 - ix. Will not create liability for us in any manner whatsoever;
 - x. Will not frame or link to our website without our written permission;
 - xi. Will not involve the upload, or insertion of, any programming language or code into or onto, our website.
- m. You agree to use common sense and good judgment when conducting or posting any online communication or distribution of information.
 - n. You assume legal responsibility for all damages incurred as a result of any of your online communication or distribution of information.
 - o. We insist all members abide by [netiquette](#) and communicate in a respectful manner as you would do offline.

16) Fraud

- a. ParcelPortal may suspend or terminate your account if it is suspected that you have engaged in fraudulent activity in connection with our website. Members are not permitted to manipulate the bid prices for any shipment or interfere with other members' listings or transactions. Other fraudulent acts include:
 - i. Fees - You shall NOT:
 - 1. Attempt to collect/charge users, as an additional charge to the total amount agreed upon for the services, the ParcelPortal Success Fee, or;
 - 2. Charge members a higher price (including taxes, service charges, or any other fees whatsoever) than that which was agreed upon on the ParcelPortal website (given that the particulars of the service requested are materially the same as those requested on the ParcelPortal website). Your bid price must include ANY and ALL charges, including any taxes, fees, etc.;
 - 3. Represent, communicate or imply to members that you are to collect the ParcelPortal Success Fee;
 - 4. Cause or instruct another person or entity to engage in any conduct, act or behaviour intended or designed to circumvent or avoid, in any manner, our right to the ParcelPortal Success Fee;
 - 5. Enter into any transaction, letter of intent or memorandum of understanding, written or verbal, formal or informal agreement, with a member, that circumvents or avoids our right to our Success Fee;
 - 6. Communicate or correspond, whether by written, verbal, or electronic means, with a member, for the purpose of entering

into an agreement or transaction that circumvents or avoids our right to our Success Fee.

ii. Manipulating feedback –

1. The key component and integrity of the website is the ability of members to leave feedback about you and/or your services (whether positive, neutral or negative) AND for other members to read and evaluate those feedback reviews and make voluntary choices based upon those feedback ratings and comments.
2. Therefore, in order to preserve the key component and integrity of the website, you shall NOT:
 - a. Improperly influence in any manner, or cause another to, improperly influence in any manner the feedback of the member;
 - b. Post and/or cut and paste and/or copy the content of a member feedback review from the ParcelPortal website to your own personal or business website, to any other third party web site and/or on any of your own personal, business or third party marketing/advertising materials;
 - c. Post or attempt to post, in any manner or by any means, a feedback review on your own account.

17) Off-Site Communications

- a. ParcelPortal strictly prohibits offers by its members to transport listed shipments, or to offer listed shipments for transport, outside of the ParcelPortal site.
- b. Offers of this nature not only circumvent ParcelPortal's fees but also pose a potential fraud risk for both users and SP's. Some examples of off-site offers include:
 - i. Submitting contact information, such as website addresses, fax numbers, phone numbers or email addresses, in ParcelPortal's messaging system, profile section, additional information sections, user ID, shipment listing, or shipment description.
 - ii. Using contact information, such as website addresses, fax numbers, phone numbers, or email addresses, obtained through ParcelPortal's messaging system, profile section, additional information section, user ID, discussion forums, shipment listing, or shipment description to offer to deliver a listed item off-site or to offer a shipment for delivery off-site.
- c. ParcelPortal reserves the right to edit, or delete any contact information that members submit on our site.
- d. ParcelPortal reserves the right to suspend or delete the account of any member that attempts whether intentionally or unintentionally to make off-site transactions.

18) Right to Reject or Remove Members

- a. We reserve the right to reject your participation, or remove you from your current participation, in the ParcelPortal website/service at any time and for any reason or for no reason and without notice to you.

19) Appeal for Reinstatement

- a. Upon your removal from the ParcelPortal website/service, you may appeal for reinstatement.
- b. Your appeal must include a written statement as to why you should be reinstated along with your contact information. Your appeal may be reviewed at our discretion and any determination as to your reinstatement will be based on our sole judgment.
- c. Your submission of an appeal does not, in any manner, guarantee, that you will be reinstated or that the appeal will necessarily be reviewed.
- d. We will contact you as to our decision to reinstate you.
- e. We are not obligated to give you any reasoning as to our decision.
- f. You understand that any decision (if one is made at all) as to reinstatement may be a simple, yes or no.
- g. All decisions are final.

20) Confidentiality/Non-Disclosure

- a. During the course of service we may disclose to you or you may otherwise learn of or discover, our documents, business practices, object code, source code, management styles, day-to-day business operations, capabilities, systems, current and future strategies, marketing information, financial information, software, technologies, processes, procedures, methods and applications, or other aspects of our business.
- b. You hereby agree that any and all of this information is confidential and shall be our sole and exclusive intellectual property.
- c. Any disclosure of Our Information to a third party specifically including a direct competitor is strictly prohibited.
- d. All obligations contained herein will survive the termination of this Agreement.

21) VAT

- a. You are responsible for collecting and remitting any and all VAT associated with the transactions you complete through ParcelPortal.
- b. Your offer for service amount is for the job exclusively of VAT.

22) Record Keeping/Audit

- a. We reserve the right to keep a copy of all records of any and all transactions and communications between you and other members for administration and improvement of service purposes.

23) Non-solicitation

- a. During the term of this agreement, you shall not solicit to employ nor employ any of our employees of whom you become aware of through the performance of this Agreement.
- b. Furthermore, you shall not otherwise hinder any of our other business relationships including those with our members.

24) No Convictions

- a. You represent that you, and any individuals associated with you who will perform the services, have not been convicted of a crime which is related in any way to the shipping and/or transportation/haulage business.

- b. Furthermore, you represent or warrant that there are currently no legal proceedings, instituted against you that will prevent you from performing the services.

25) Identity Verification

- a. We use several techniques to help verify the identity of SP's when they register on our website to make the marketplace as safe as possible.
- b. However, ParcelPortal cannot and will not confirm each service provider's identity.
- c. We have implemented a user-managed feedback system to help you evaluate other members you are transacting with.

26) Feedback

- a. For each transaction, the user and SP are allowed to rate each other by leaving feedback.
- b. Feedback involves leaving one rating (positive, negative or neutral), along with a short comment about the experience.
- c. You acknowledge that your feedback consists of comments left by other ParcelPortal members and a composite feedback number compiled by ParcelPortal.
- d. You agree that you will not use your ParcelPortal feedback in any venue/web site other than ParcelPortal. Members are reminded to always use common sense and respect when leaving feedback for another member because, members could be held legally responsible for damages to a member's reputation if a court were to find that the remarks constitute libel or defamation. ParcelPortal does not censor feedback or investigate it for accuracy, ParcelPortal is not legally responsible for the remarks that members post no matter what their content.

27) Resolving Feedback disputes

- a. To maintain integrity within the ParcelPortal feedback system, feedback left for a member is permanent.
- b. Feedback comments left cannot be edited / removed at a later date.
- c. Members should resolve any misunderstandings prior to leaving feedback since most misunderstandings can and are resolved quickly through direct friendly communication.

28) Remedies

- a. Remedies for improper use of our service that violates this agreement include, but are not limited to, the immediate removal your shipment listings, notifying our members of your actions, issuing a warning, temporarily suspending your account, terminating your account, and refusing to continue providing our services to you.

29) No Warranty

- a. ParcelPortal, our employees, and our suppliers provide services without any warranty or express, implied or statutory conditions.

30) Limited Liability

- a. In no event shall we, our employees, or our suppliers be liable for lost profits or any special, incidental or consequential damages arising out of or in

connection with our website/service, our services or this agreement however arising, including negligence.

- b. Our liability, and that of our employees and suppliers, to you or any third parties in any circumstance is limited to the lesser of the amount of fees you pay to us in the 6 months prior to the action giving rise to liability, and £25.

31) Indemnity

- a. You agree to indemnify and hold us and our directors, and employees harmless from any claim or demand, including reasonable legal fees, made by any third party due to or arising out of your negligence, breach of this Agreement, or violation of any law or the rights of the third party.

32) Legal Compliance

- a. You shall comply with all applicable UK, EU and international laws, and regulations regarding your use of our web site/service and your listing, shipping, transporting, and solicitation of offers to ship and transport items.

33) Dispute Resolution

- a. Disputes between you and ParcelPortal regarding our services should be reported to admin@ParcelPortal.com.
- b. We will attempt to resolve any disputes you have with us.
- c. Because we are a neutral venue (as explained above), we are not responsible for resolving any disputes between you and other members regarding services.
- d. If you report a dispute to ParcelPortal, we will aid in facilitating the means for both parties to communicate, however, all disputes must be resolved directly between you and members.
- e. Therefore, if we are contacted by a member who claims to have a dispute with you regarding the services, you expressly authorize us to release your provided contact information to the member and you agree to release us from any and all liability associated therewith.
- f. We encourage (but not endorse) you to report member-to-member disputes to legal officials or a certified mediation/arbitration entity.
- g. If appropriate, we also strongly encourage you to report disputes involving theft, fraud, or other criminal activity to the police.

34) Protection of Intellectual Property Content

- a. The ParcelPortal website contains copyrighted material, know how, inventions, logos, phrases, or HTML/PHP Code ("Intellectual Property Content") all of which, unless otherwise indicated and/or provided pursuant to a third party license, are ParcelPortal's sole property and we retain all rights, interests and title thereto.
- b. We also claim ownership rights under international copyright law with regard to the "look", "feel" and "appearance" of this website including but not limited to its colour combinations, layouts and designs.
- c. You agree that your using this website does not confer upon you any license or permission to use our (or any third party's) Intellectual Property Content.
- d. You shall not and will not reproduce, modify, display, sell, or distribute this Intellectual Property Content, or use it in any other way for public or commercial purpose.

35) Domain Name Protection

- a. The ParcelPortal domain name contains company indicia of owned or licensed for use by us.
- b. You shall not utilize the name in any manner that would diminish its value or harm its reputation.
- c. You shall not use or register any domain name that is identical to or similar to the name.

36) Security

- a. ParcelPortal uses industry standard practices to safeguard your personal information, including firewalls and Secure Socket Layers.
- b. Although we utilize several different security techniques to protect data from unauthorized access and take this matter very seriously, we cannot guarantee the security of our system.
- c. Furthermore, we do not guarantee uninterrupted or secure access to our system, as the operation of our website can be interrupted by numerous factors outside of our control.

Schedule 1

a) Excluded Goods

- i. Bullion, coins, precious stones, jewellery, valuables, antiques, pictures, furniture, securities, deeds, bills of exchange
- ii. Promissory notes, documents of title to property, stamps, photographs, cassettes, videos, spirits, tobacco and
- iii. Cigarettes, brittle, fragile or breakable articles, non-ferrous metals other than in component form, human or animal
- iv. Remains, food stuffs, drugs, furs, nuclear fuel or nuclear waste.

b) Prohibited Items

The following items are strictly prohibited from shipment, and must not be sent through our services under any circumstance. Any of these items being sent may result prosecution, heavy fines and imprisonment.

- i. Aerosol cans / sprays
- ii. Animal skins / Furs / Any Animal Parts / Ivory and ivory products
- iii. Box with Hazardous label - Items sent with a Hazardous label attached will be classed as such. **DO NOT RE USE OLD HAZARDOUS BOXES**
- iv. Cheques or Tickets that are not named
- v. Dangerous goods - eg Explosives / Fireworks / Radioactive Materials / Deactivated or Replica Weapons and Munitions / Firearms / Swords / Knives / Weapons
- vi. Engines / Generators / Gearboxes or any part containing or having contained oil/petrol unless flushed through
- vii. Fire Extinguishers / Life Jackets
- viii. Food items (Perishable) Outside the EU
- ix. Gold or Silver over £50 other Jewellery over £250.00
- x. Goods moving under ATA Carnet and all temporary exports and imports; goods moving under FCR, FCT and CAD (Cash Against Document)
- xi. Hazardous materials eg Paint / Adhesives / Chemicals / Flammable resins, solvents, liquids / Compressed Air / Items containing any gases
- xii. Household goods containing flammable or corrosive liquids, such as oven or drain cleaners
- xiii. Human Remains
- xiv. Liquids / Adhesives / Paint
- xv. Live animals
- xvi. Magnets or items containing ferro-magnetic material
- xvii. Mobile Phone with Sim card
- xviii. Money, Keys, Negotiable items / Payment cards
- xix. Passports / Birth Certificates / Driving Licences
- xx. Personal effects
- xxi. Pornographic materials
- xxii. Prescribed Drugs / Medication
- xxiii. Tobacco and tobacco products

xxiv. Wet or Lithium Batteries (Not including Dry Cell)

a) **Restricted Items**

The following items are deemed unsuitable for shipment by our services, and are therefore restricted. Any of these items being sent may result in surcharges, delays or confiscation by authorities where appropriate. No transit cover or guarantees whatsoever will apply to these items. **THESE ITEMS ARE SENT AT YOUR OWN RISK.**

- i. Articles of exceptional value (eg, works of art, antiques, precious stones, gold and silver)
- ii. Food items (Perishable) All areas
- iii. Furniture (Unless Flat packed)
- iv. Glass / Mirrored items / Crystal / Ceramic / Porcelain/ Plaster / Marble / China / Stone / Slate / Resin / Granite - (or any item containing these materials)
- v. Laptops / Monitors / Computers
- vi. Perishable goods
- vii. Plants / Seeds / Flowers
- viii. Televisions / Plasma & TFT Screens, Monitors
- ix. Unaccompanied baggage / Suitcases
- x. White Goods -fridges, ovens- (also known as range, stove, cooking plate, or cook top), Microwaves, dishwasher, Washing Machine etc.)

We will not accept any materials and products that may be dangerous or hazardous to handling staff.

To comply with strict regulations we will not carry any substances classified as dangerous in the latest edition of the IATA publication.

Also prohibited are: Shipments with inherent vice; Shipments which by their nature are likely to soil, impair or damage persons, merchandise or equipment; Goods the carriage of which is prohibited by law in the country of origin, transit or destination; Goods which attract excise duty or which require special facilities, safety precautions or permits.

It is the sender's responsibility to comply with current government regulations or laws applicable in each country. Not all commodities can be shipped to all countries.