



Prohibited and Restricted Items

Other Information

Below is some information you may find useful.

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Prohibited and Restricted Items

Please see below a list of items that you cannot send in your luggage. General toiletries are fine such as shampoo, toothpaste & shower gels but you CANNOT send Perfumes, Aftershaves or any Aerosol Canisters such as deodorant or hairspray.

Prohibited Items list:

Aerosol (Deodorant, Hairspray, etc)	Laptop computers, mobile or smart phones or tablets
Aftershaves & Perfumes	Lighter Lottery
Air Bag	Tickets
Alcoholic Beverages or bottles	Meat
Ammunition	Milk Powder
Animals Of Any Form (Alive Or Dead)	Money/Cash/Currency
Any Item Containing Petrol (Liquid, Gas Or Fumes)	Nail Varnish or Nail Varnish Remover
Biological Samples	Oil
Car Batteries	Paint
Cash, Credit Cards, Debit Cards	Passport
Chainsaw	Perfumes
Cheques	Perishable Goods (All)
Christmas Crackers	Plant
Counterfeit Currency	Printer
Dangerous Goods	Toner (International Parcels Only)
Driving Licence	Replica
Drugs (Including Prescription)	Weapons
Engines	Seatbelt Tensioner
Filth	Settee
Fire Extinguisher	Sinks
Fish (Live Or Dead)	Slush
Fragrance	Syrup
Gun	Sofa
Hazardous Goods	Stamps (Unless Franked)
Human Remains	Steering Wheel
Infectious Substances	Toilets
Fruit Juice	Water
Knives	Weapons
	Windscreen

You must not pack the following items in your checked baggage:

- Explosives: Fireworks flares toy gun caps
 - Compressed gases: Gas cylinders, aerosols (other than medicines/toiletries for travel)
 - Flammable substance: Lighter fuel paints thinners, fire lighters, cigarette lighters containing unabsorbed lighter fuel
 - Oxidizers: Some bleaching powder acids chemicals
 - Organic peroxides: Hair or textile dyes fiberglass repair kits certain adhesives
 - Poisons: Arsenic cyanide weed killers
 - Irritating materials: Tear gas devices such as mace, pepper sprays
 - Infectious substances: Biological products and/or diagnostic specimens containing pathogens
 - Radioactive materials: Medical or research samples which contain radioactive sources
 - Corrosives: Acids, alkalis,wet-cell batteries caustic soda mercury
 - Magnetized materials: Magnetrons, instruments containing strong magnets.
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No Compensation Items List

The following items (or any item similar in description or content) can only be carried on a no compensation basis on any service. Any person sending such an item does so at their own risk:

Amber	Lights
Antique	Marble
Beswick Figure	Microscope
Bottles	Microwave
Bulbs	Mirror
Camera	Monitor (Including iMacs)
Canvas Print	Ornament
Car Panel	Over Head Projector
Ceramics	Painting
Chandelier	Pewter Figures
China	Picture
Chocolate	Picture Frames
Clock	Plates
Computer Monitor	Porcelain
Concrete	Poster
Confectionary	Pot
Crockery	Pottery
Crystal	Precious
Delicate Items	Metals
Detergent	Print
Diamonds	Projector
Dinner Service	Real Fur
Documents	Resin
Fiberglass	Scanner
Figurine	Shower
Fish Tank	Screen
Fishing Rods	Silver
Food	SIM Cards
Fragile Items (All)	Spectacles
Framed Painting	Stoneware
Framed Photograph	Tail Lights
Gems Or Gemstones	Telescope
Glass	Television
Glassware	Tickets
Gold	Tiles

Hamper	Torches
Headlight	Vase
Jewellery (all types)	Velux
Lamp	Vermiculite Board
Lampshades	Watch
Laptop computers, mobile or smart phones or tablets	Window
Lenses	Window Frame
Lighting	

Are my goods covered by insurance?

Unaccompanied Baggage by air is insured by International Airlines for loss or visible damage on an airport to airport basis. Claims must be made and reported at the airport whilst taking delivery. Sea freight is not covered by Insurance. In both modes of transport, we recommend that you consider Marine Transit Insurance.

Your cargo is insured by the airline.

Each kilogram is covered against negligence or wilful damage by the airline (carrier) providing there has been no contributory negligence by the shipper consignee or other claimant, eg: insufficient packaging.

You must check the conditions of your goods before you sign for them. Occasionally goods may arrive with damage to the goods. If this happens you must not sign for the goods. You must insist on having a survey done by the airline or responsible agent. It is the airline/agents duty to trace your shipment. You must also quote the airway bill number at all times. If a claim is necessary, it is important you keep a copy of all correspondence. If you must lodge a claim against the airline, this should be done without delay, and it should be done at the destination.

How to Pack

Packing your goods correctly is an important factor in ensuring that they arrive safely at the destination.

Here are some useful tips to assist you

- Ensure that your chosen packaging is in good condition eg: suitcases not ripped or damaged.
- Acceptable packaging - suitcases, backpacks, cardboard cartons, plastic drums.
- If you can't lift the item, it is too heavy.
- Be aware that it is an offence to carry Dangerous Goods.
- Bicycle packs are often available from your local bike shops.

We recommend you complete a packing list. We will be happy to attach this to the documentation accompanying your freight. We also recommend padlocking any suitcases etc and securely taping cartons.

All items must be individually labelled with:

- Name
- Address at destination
- Phone Number at destination

We suggest particularly fragile items are professionally packed to minimise the risk of damage. Please ask our local office for referrals of quality packing companies.

Separate insurance is recommended for breakable and valuable items.

Packaging is an important aspect of ensuring your goods reach their destination undamaged. It is appropriate to use suitcases, backpacks or cardboard cartons. In all cases common sense prevails, all packaging materials should be strong and durable. Standard grocery cartons are not acceptable due to the thickness of the material used.

Large Volume Items. Some items are very large in size but light in actual weight eg: surfboards. This type of item is called 'volumetric' and is charged by the airline for the space taken in the aircraft.

The standard formula for calculating volumetric cargo is:

Length (cm) x Width (cm) x Height (cm) divided by 6000.

eg: 52 x 94 x 61 equals 49.69 kilos which rounds up to 50 kilos.

This figure is the volumetric weight and is the weight you will be charged for where it exceeds the actual weight.

Customs

Customs clearance depends on the local conditions and regulations. Our local office will get in touch with you on receipt of your enquiry.