

Carry guide

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Detailed list of non-compensation items

This is our detailed list of non-compensation items. We're fully equipped to deliver them for you, but we don't offer compensation for items being lost, damaged or delivered late. We will also not compensate you for any damage these may cause to other items in your parcel.

- All items that have been badly packaged
- All tickets or passes (e.g. for travel or events)
- Antiques (objects over 100 years old)
- Any dangerous, hazardous, perishable or prohibited goods
- Articles made largely or wholly of gold, silver or other precious metals
- Bankers' drafts
- Bearer securities including share warrants
- Bonds or relative coupons un-franked postage or revenue stamps (except a revenue stamp embossed or impressed on an instrument which has been executed)
- Cameras and lenses
- Ceramic or composite items of any description including without limitation mirrored items, crystal, ceramics, porcelain, plaster, marble, china, stone, slate, resin, granite, concrete (or any item containing these materials)
- Cheques or dividend warrants which are uncrossed and made payable to the bearer
- Chilled and frozen food
- Coupons, vouchers, tokens or stamps
- Credit cards and debit cards
- Currency notes or coins

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- Diamonds and other precious stones with a value in excess of £250
- Documentation (such as medical, employment, property or commercial records)
- Fossils, stones, stoneware
- Furniture (unless flat packed and safely packaged)
- Glass items or fragile items that contain glass parts (including kitchen appliances)
- Items which have been strapped together
- Jewellery with a value over £250 or antique items
- Kitchen appliances (e.g. white goods or electronic equipment with fragile/glass parts)
- Laptops
- Lighting equipment and light bulbs
- Liquids or items contained in glass or ceramics – Please note ALL liquids are prohibited
- Lottery tickets, scratch cards or similar
- Marble or any stone derivative
- Memorabilia, photographs, signed items and vinyl record
- Musical instruments (including their cases or suitcases when used as external packaging)
- National insurance stamps
- Negotiable and Identification documents (including passports, driving licenses etc.)
- Paintings, prints or canvases
- Perishable food/goods
- Plants, seeds, flowers and plant derivatives
- Real fur
- Resin, amber and composite items
- Scripts or subscription certificates
- SIM cards
- Spectacles and optical equipment (e.g. telescopes or binoculars)
- Tobacco and tobacco products
- TVs and monitors
- Uncrossed postal orders which do not state to whom they are to be paid
- Watches over £250 or antique items

Detailed list of prohibited items

Post your parcels with safety in mind, and please don't include any of the following prohibited items.

Hermes won't compensate you for loss, damage or late delivery of these items. We will also not compensate you for any damage they may cause to other items in your parcel.

- **All toxic substances are prohibited** – Such as Arsenic; Beryllium; Cyanide; Fluorine; Hydrogen Selenide; Infectious Substances containing Micro-Organisms or their Toxins which are known to cause (or are suspected of causing) disease: Mercury; Mercury Salts; Mustard Gas; Nitrobenzene; Nitrogen Dioxide; Pesticides; Serum and Vaccines
- **All liquids are prohibited** – Including Gels, Creams, Pastes, Lotions and Oils
- **Batteries** (such as lithium batteries) – Unless included with the equipment they power
- **Drugs** – Any medicinal, narcotic or psychoactive substance controlled under the UK's current Misuse of Drugs legislations
- **Gardening and household tools** – Unless they are properly protected
- **Human and animal remains** (including, without limitation, ashes)
- **Illegal items** – Goods which are illegal, the carriage of which is illegal, or the supply of which to the recipient is illegal

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- **Live animals** – Including but not limited to mammals, reptiles, fish, invertebrates, amphibians, birds, insects, larvae and pupae
- **Magnetised material** – With a magnetic field strength of 0.159A/m or more at a distance of 2.1m from the outside of the package
- **Miscellaneous manufactured articles** – Goods made in foreign prisons, except those imported for non-commercial purpose of a kind not manufactured in the United Kingdom, or those in transit
- **Misleading endorsements** – Parcels must not bear words, marks or designs which are unauthorised and which may reasonably lead the recipient to believe it has been sent On Her Majesty's Service
- **Oxidising substances and organic peroxide** – These are substances such as disinfectants and may cause or contribute to combustion of other substances. They may also be liable to explosive decomposition, react dangerously with other substances and injure health. For example: Bromides; Chlorates; Components of Fibreglass Repair Kits; Disinfectants; Nitrates; Per Chlorates; Permanganates and Peroxides
- **Paints and inks** – Both solvent and water-based products are prohibited, this also includes varnishes (including nail varnish), enamels and similar substances
- **Pathogens** – Things that can cause disease, such as a virus. Pathogens in the Risk Group 4 and selected Risk Group 3 listed in Schedule 9, Part 5 of the latest edition of the Control of Substances Hazardous to Health Regulations are prohibited. For example: Clinical; Environmental and Medical Waste; Ebola and Anthrax
- **Perfumes and aftershaves** – As well as being classed as liquids, these are flammable and are prohibited
- **Pesticides** – Any chemical that is used to kill pests and insects
- **Poisonous (toxic) and infectious substances** – Substances that are liable to cause death or injury if swallowed or inhaled, or by skin contact

- **Pressurised containers** – Such Aerosols, Oxygen Tanks or Fire Extinguishers
- **Radioactive materials** – Radioactive materials and samples that are classified as radioactive using Table 2–12 of the latest edition of the International Civil Aviation Organisations’ (ICAO) Technical Instructions. For example: Fissile Material; (Uranium 235, etc); Radioactive Waste Material; Thorium or Uranium Ores, etc.
- **Sharp instruments** – Including Knives, Scissors and Axes
- UN2814 or UN2900 **Infectious substances** – These are classified at Division 6.2 of the 2005–2006 Edition Technical Instructions for the Safe Transport of Dangerous Goods by Air published by International Civil Aviation Organisation, (ICAO)
- **Vehicle parts** – Parts which are over our weight limit (15kg) or that are outside of our dimension limits. We also exclude any parts that contain liquids
- **Weapons and replica weapons** – Including decorative, deactivated or air powered weapons