

PROHIBITED OR RESTRICTED ITEMS



Certain goods cannot be sent by private individuals (consumers). Or only under certain conditions. This is related to safety or laws and regulations. Some goods may be allowed for shipping, but not to certain countries. We recommend that you check this beforehand.

Do you have a DHL account and are you a business customer? Different rules may apply, based on special permissions and licenses. Your account manager will be happy to give you more information.

THESE GOODS MAY NOT BE SENT

Batteries (loose) and power banks

Loose batteries and power banks cannot be sent. A power bank is also a type of battery. A battery that is detached from the device, cannot be sent either. For batteries inside a device: read on at 'These goods can be sent under certain conditions'.

Flammable substances

Products like matches, petrol, and butane gas are hazardous materials.

Cash, credit cards and Travelers Cheques

Legal tender in coin and/or paper money, activated credit cards and Travelers Cheques.

Chemical products

Many products in our kitchen cabinet are hazardous substances. For example: drain cleaner, ammonia, or bleach.

Animal products (not for consumption) and hunting trophies

Animals or parts thereof, such as ivory and shark fins, or animal products and derivative products not intended for human consumption.

Drugs and other narcotics that are nationally or internationally prohibited, including cannabis and all derivatives, such as for example CBD.

Precious metals of any kind, bullion and uncoined

Usually, but not limited to, gold or silver in mass. For example gold bars or ingots.

Gemstones and semi-precious stones, loose

Not processed in fashion jewelry or precious jewelry.

Electronic cigarettes (vapes)

Including accessories.

Illegal goods and contraband

Live animals

Human or animal remains

Such as organs, human or animal embryos, cremated or exhumed human remains, or ashes processed in jewelry.

Counterfeit goods are illegal

Perfumes

Perfumes based on alcohol are hazardous substances.

Fireworks and (fake) firearms

Including air pressure weapons, imitation firearms, tasers, ammunition, explosives or tools with explosive charge or ignition mechanism.

Pressurized aerosol cans (with propellant)

Like deodorant, hairspray, and other types of aerosol cans.

Read on: Goods that can be sent under certain conditions.

THESE GOODS CAN BE SENT UNDER CERTAIN CONDITIONS

Excise goods up to €500,000

For example, products containing alcohol and tobacco products.

Antiques, fragile or vulnerable treasures worth more than €500,000

Have you insured these goods? Then you must always submit an independent valuation report in advance, regardless of the value.

Perishable products

Such as bulbs, seeds, or foodstuffs (meat, milk and cheese products). The rules vary by country.

Wireless earbuds, only without charger

You can send the earbuds, but only without the charger. The charger is a battery. You should never send this, not with the earbuds and not separately.

Financial and monetary goods up to €500,000

Including activated SIM cards, lottery tickets, gift cards, and unused postage stamps. Travelers Cheques and activated credit cards are prohibited.

Medicines

The rules vary by country.

Jewelry and watches up to €10,000

This maximum value is for both the total shipment value and the individual items.

Toys/gifts with a battery

Certain gifts or toys might contain a battery. Check in advance with our Customer Service whether you can send the item.

Phones, tablets, and laptops (lithium batteries)

You may only ship these devices if the battery is contained in the device. A device may contain a maximum of two batteries. You may package a maximum of two devices in one box. Do you have multiple boxes with these devices? You can send a maximum of two boxes with two devices in one shipment (on one airwaybill number). Do you want to send more shipments with these devices? Then please contact our Customer Service in advance.

Packaging advice:

- Make sure that the devices cannot be accidentally activated during transport. Cover the on and off switch or make a cavity in the inner packaging.
- Check if the lithium battery in the device is not damaged or bulging. Damaged or broken batteries can catch fire and should therefore never be sent.

Paint

You can send water-based paint. Paint based on turpentine is a hazardous substance and cannot be sent.

Collectibles, commemorative coins, or medals up to €2,000

For example (comic) books, stamps, trading cards, or memorabilia. This maximum value is for both the total shipment value and the individual items.

FEEL FREE TO CONTACT US WE ARE HAPPY TO HELP

If you have questions or are not sure if you are allowed to send something, please contact our Customer Service at 088 – 0552 000.