

Please check if we are able to carry your contents before placing your order. Items that are strictly prohibited are listed as such and CANNOT be sent through our services.

Prohibited / Restricted items will be subject to destruction prior to sending, non-collection, delay or return. If a Prohibited / Restricted item is collected and then later returned, no refund of carriage will be given and return charges will be applicable plus a fine of \$350 will apply.

In the event of damage, a Prohibited/Restricted item may be discarded depending on the condition of the parcel. No claim for loss or damage can be made on a Prohibited / Restricted item.

In addition, the sender will be liable for any damages caused in transit to other consignments or property resulting from sending a Prohibited / Restricted item.

DTDC Australia Pty Ltd operates an automated booking service. If you purchase additional warranty coverage on a Prohibited / Restricted item, the coverage will be void and all claims will be void.

In addition, DTDC Australia Pty Ltd have a check box that must be ticked to state the Prohibited / Restricted items & Terms and Conditions list have been read before an order can be completed.

Please note - Hazardous / Dangerous goods are strictly prohibited from our services. Failure to declare Dangerous goods can lead to prosecution where unlimited fines and imprisonment is possible. Item/s sent within a Hazardous box will be classed as such. DO NOT RE USE OLD HAZARDOUS BOXES.

The Prohibited Items / Restricted Items be read and understood as part of these Terms and Conditions. The following commodities are not acceptable for transport by DTDC Australia or any of our carriers under any circumstances.

This is a result of a policy decision, following the full consideration of Operational, Legal and Risk Management implications: -

- Aerosol cans / Sprays
- All Liquids
- Alcohol (Any type)
- Animals live or dead / Any Animal Parts including meat / Ivory and Ivory products
- Any Unpacked items
- Articles of exceptional value (e.g. works of art, antiques, precious stones, gold & silver
- Antiques (breakable and/or fragile)
- Asbestos
- Automotive Panels, Motor vehicles, Aircraft, Helicopters, or Parts relating to any of these.
- Batteries of any type, or products containing batteries, or rechargeable products
- Bullion
- Currency, Cheques, Bank Cards, Credit Cards, Any form of Money or tickets of any kind
- Dangerous goods of any kind – e.g. Explosives / fireworks / Christmas Crackers / Radioactive materials / Deactivated or Replica Weapons and Munitions / Swords / Knives / Weapons / Flammables / Fire Extinguishers
- Dry Ice
- Engines / Motors / Generators / Gearboxes or any part containing or having been used with oil/petrol
- Food items (perishable), Temperature controlled or Perishable Cargo
- Firearms, parts thereof and ammunition
- Furniture that is not flat packed
- Furs
- Guitars
- Glass / Acrylic / Framed items / Mirrored items / Corian / Crystal / Ceramic / Fiberglass / Porcelain / Plaster / Marble / China / Stone / Slate / Resin / Granite / Carbon / Clay / Concrete – (or any items containing these materials)
- Hazardous or combustible materials (as defined in IATA Regulations)

- Lithium Batteries, Products containing lithium batteries, or rechargeable batteries of any type
- Human remains, including ashes, and body fluids
- Jewellery of any kind, watches, precious metals and stones
- Magnets or items containing Ferro-magnetic material
- Money, Keys, Negotiable items / Payment cards / Birth certificates / Driving licences
- Narcotics (illegal)
- Passports
- Plants / Seeds / Flowers / Trees
- Pornographic Materials
- Prescribed Drugs / Medication / Vaccines or other similar pharmaceutical cargo
- Speakers & Amplifiers
- Tobacco and tobacco products
- Televisions / Plasma & TFT Screens, Monitors, computers, printers, tablets, mobile phones, any electrical item including gaming consoles
- Vehicles / Motorcycles
- White goods – fridges, ovens, stoves, cooktops, Microwaves, dishwasher, washing machine, air conditioning units etc.
- Property, the carriage of which is prohibited by any law, regulation or statute of any federal, state or local government of any country to or through which the consignment may be carried.