

This guide is intended as a reference. We always recommend checking the restrictions of your chosen carrier, and checking with the relevant customs authority at the destination/collection country, as each country has different rules on what can be imported or exported. If you're ever in doubt, contact our customer services team before sending.

Your Responsibility

It is your responsibility, as the sender, to ensure your parcel's contents are acceptable. You are the only person who knows what's inside your shipment — by accepting a parcel, Senu Shipping and our courier partners do not confirm or acknowledge that the contents are acceptable. Sending a prohibited or undeclared hazardous item can result in the parcel being destroyed, held by customs, fines, or prosecution.

1	Dangerous & Hazardous Will not be accepted on any service, under any circumstances
2	Prohibited Items Will not be accepted on any service
3	Restricted Items Accepted only under specific conditions
4	Owner's Risk Goods Can be sent, but not covered against loss or damage

1. Dangerous & Hazardous Goods

These must never be shipped, on any service. If found in a consignment, items will be destroyed and a fine may apply.

Item	Notes
Adhesives	
Aerosols	
Airbags for cars	
Ammunition & guns	Includes firearms, weapons, gunpowder, and parts/spent parts
Batteries	Includes wet-cell and lithium
Camping stoves	Includes fuel containers
Christmas crackers	
Cleaners & solvents	
Compressed air & gas cylinders	
Diesel, fuel & gasoline	Includes cooking fuel and any other flammable liquid
Dry ice	

Item	Notes
Fire extinguishers	
Fireworks	
Hair curlers	Containing hydrocarbon gas
Helium	
Infectious substances	
Insecticides	
Life jackets	Includes self-inflating rafts
Liquid bleach & chlorine	
Magnets	
Nail varnish	Includes nail varnish remover
Paint & turpentine	
Pepper spray	
Perfume & aftershave	
Radioactive material	
Safety matches	Includes torch and cigarette lighters
Seat belts	Includes seat belt pretensioners
Thermometers	Includes mercurial barometers (contain mercury)

How to tell if something is hazardous

Chemical products carry GHS (Globally Harmonized System) hazard pictograms. If a product's packaging shows any of the following symbols, it must be removed from your shipment: exploding bomb (explosive), flame (flammable), flame over circle (oxidising), gas cylinder (compressed gas), corrosion (corrosive), skull and crossbones (toxic), exclamation mark (harmful/irritant), health hazard symbol (carcinogenic/serious health hazard), or dead tree and fish (environmental hazard).

If you're reusing second-hand boxes, don't reuse any packaging carrying hazard labels or UN numbers — your parcel can be held even if the old label is covered up.

2. Prohibited Items

Not accepted on any service:

- Animals & animal products — including fur, skin, and hunting trophies (even legally acquired)
- Body parts — DNA swabs, human remains, ashes, human hair/hair extensions
- Bullion and precious metals
- Cash and money (including coins and medals)
- Dishwashers, ovens, fridges, freezers, tumble dryers, washing machines
- Illegal drugs
- Knives & weapons, and replica firearms/guns

- Lab and medical samples
- Loose (unpacked) furniture and mattresses
- Personal data (e.g. documents/drives containing personal records)
- Perishables — food, plants, and temperature-controlled goods
- Pornography and obscene material
- Printer ink
- Sanitary/phytosanitary goods — e.g. serum, collagen, edible insects, pet chews, fish, meat, whey/milk, plant seeds
- Stamps
- Televisions
- Tobacco

Additionally banned for UK customs

- Offensive weapons (flick/gravity knives, knuckledusters, stun guns)
- Rough (uncut) diamonds
- Counterfeit or pirated goods
- Meat and dairy products, and fresh fruit/veg/plants (import into UK)

If an item isn't listed but you're unsure, check with gov.uk or ask us before sending — don't guess.

3. Restricted Items (Allowed With Conditions)

These can be shipped, but only with the right paperwork, packaging, or service:

- **Alcohol & champagne** — country and carrier restrictions apply
- **Credit or debit cards**
- **Jewellery & watches** — carrier restrictions vary by declared value; use a tracked, insured service
- **Mobile phones/devices** — contact customer services before sending
- **Passports**
- **Firearms, explosives, air weapons** — require a special licence
- **CITES-protected goods** — exotic leather, furs, wooden musical instruments, some medicines/beauty products, tourist curios from protected species — need a permit

4. Owner's Risk Goods (No Compensation)

These items can be sent, but we offer no standard loss or damage cover for them (or for other parts of the shipment damaged because of them):

- Data — discs, film, memory cards, etc.
- Glass
- Electronic screens, monitors & displays
- Liquids, creams & pastes
- Non-flat-pack furniture
- Pottery, ceramics, tiles & stoneware

- Vouchers & tickets
- Jewellery & watches
- Works of art

If you're sending second-hand electronics, check with the relevant customs authority whether you need a certificate of compliance — this is the sender's responsibility.

How to Package Your Parcel

Choose the right box

Use a sturdy corrugated cardboard box roughly 10–25% larger than your item, leaving room for cushioning. A reused box is fine if it's structurally sound — no crushed corners or weak flaps — but strip off any old shipping labels, barcodes, and especially any hazard/UN number labels first.

Cushion and protect

- Wrap the item and fill empty space with bubble wrap, packing paper, or foam so nothing shifts in transit
- For fragile items, wrap individually with at least 3 inches of cushioning, and consider double-boxing (box-in-a-box) for extra protection
- Mark the outside "Fragile" where relevant — but don't rely on the label alone; the packaging itself should protect the item even if dropped or stacked

Seal it properly

Use proper parcel tape (not sticky tape, masking tape, or string) across all seams, with extra reinforcement along the bottom seam where weight concentrates.

Packing liquids, creams & pastes

Seal containers, wrap in a plastic bag, then pack upright with absorbent material around them in case of leaks. Remember these ship at owner's risk.

Packing batteries or electronics

Keep batteries installed in the device rather than sent loose — loose batteries fall under Dangerous & Hazardous and won't be accepted. Glass and screens (monitors, displays) also ship at owner's risk, so pad these heavily and box-in-box where possible.

Labelling

- Write the delivery address and your return address clearly, or print a label
- Remove or cover any old shipping labels, barcodes, and hazard symbols from reused boxes
- Add "This Way Up" or "Fragile" markings where relevant

Customs Paperwork (Required for International Shipments)

Any parcel travelling in or out of the UK needs a customs declaration:

- **CN22** — for parcels up to 2kg and valued under £270. A simple sticker form.
- **CN23** — for parcels over 2kg or valued over £270. A more detailed form, attached in a clear pouch on the outside of the parcel.

Fill in the contents, value, and sender/recipient details accurately and in English — incorrect or missing customs forms are one of the most common causes of delays and returned parcels.

Quick Pre-Shipping Checklist

- Confirm the item isn't Dangerous & Hazardous or Prohibited
- Check if it's Restricted (needs a licence/permit/specific service) or Owner's Risk (no damage/loss cover)
- Box is the right size, undamaged, and well-sealed — old labels and hazard symbols removed
- Fragile, liquid, or electronic items cushioned and marked correctly
- Customs form (CN22/CN23) attached for international shipments

Sources: Transglobal Express — Dangerous, Hazardous & Prohibited Items; Royal Mail — prohibited/restricted items; GOV.UK — banned and restricted goods; GOV.UK — prohibitions and restrictions for imports/exports; UK Postbox — CN22 & CN23 explained.