

Prohibited items

These items may not be sent with DHL, for operational and/or legal reasons. There may also be additional restrictions in certain countries. If you are unsure if your goods can be transported or want more information contact our customer service on 030 45 345.



Living or dead animals and insects



Jewelry and objects made of precious metals and/or stones



Bullions, any precious metal or loose precious stones including diamonds for industrial use



Items that could be used as weapons



Cash, currency, bank notes or bank cards



Irreplaceable items, antiques, art works and collectibles



Tobacco. Alcohol excl. products under 22% within EU. For the rest of the world: please contact DHL Express customer service tel. 030 45 345.



Drugs and pharmaceutical products (e.g. medicine)



Human remains or ashes



Flowers, plant products



Pornography



Bootleg copies or falsifications



Ivory and other banned products



Flammable material



Corrosive material



Poisonous material



Oxidizing material



Explosive material



Radioactive material



Infected material



Poisonous, flammable gases



Dangerous when in contact with liquid



Combustible



Unstable substances



Organic peroxides



Dangerous goods, such as those covered by IATA and ADR regulations



Shipping Electronic Equipments

Shipping Goods With or Containing Lithium Batteries



Single electronic equipment that contains a battery can be shipped by DHL EXPRESS EASY service. A full compliance of the instructions and regulations issued by International Air Transport Association (IATA) apply when preparing these shipments for air transportation. DHL Express is unable to accept loose batteries and power banks on its network. Additionally, Lithium Batteries that are known or suspected to be defective or damaged are not permitted on aircraft under any circumstances.

When intending to send any shipments containing Lithium Batteries, please note the following:

- The equipment must be packed in strong rigid outer packaging constructed of suitable material of adequate strength
- The consignment is limited to a maximum of 2 packages (each containing maximum 4 cells or 2 batteries contained in equipment)
- The equipment must not get switched on during transportation

The full compliance to IATA regulations is the legal responsibility of the shipper:

- You must be able to confirm whether you are shipping **Lithium Ion** or **Lithium Metal batteries**, or e.g. AA/AAA alkaline batteries.

Example 1: A mobile phone containing a Lithium Ion battery (3.9Wh)

Description of the contents on waybill:

Lithium ion batteries compliance with section II of PI967, less than 2 batteries or 4 cells

Example 2: A watch containing Lithium Metal battery (button cell in equipment)

Description of the contents on waybill:

Lithium metal batteries compliance with section II of PI970, button cell in equipment