



The following goods are excluded from Insurance compensation

Dangerous & Prohibited

Any dangerous, hazardous and prohibited goods. Please visit our Prohibitions and Restrictions pages for further information.

Fragile

Automotive parts and body work - including doors, bumpers and headlights

Cases (including suitcases and musical instrument cases) when used as external packaging

Ceramics or composites wholly or partially made of china and/or porcelain

Computer monitors - including laptops, all-in-one desktops and iMacs

Fossils, rock and stone items – including fragranite

Furniture - flat packed and ready built

Glassware - items wholly or partially made of glass or containing glass, e.g. bottles, picture frames, TV's and laptops that contain glass

Lighting - damage in transit or in handling of fluorescent tubes, neon lighting, x-ray tubes, light bulbs etc

Marble or any stone derivatives

Plaster items - including Plaster of Paris, fibre clay

Resin items including amorphite, amber and composites

Televisions - including CRT, LCD, LED and Plasma screens

Eggs & Cakes of all types

Musical instruments

Musical instruments - no enhanced compensation is available

Perishable foodstuffs and articles

All perishable foodstuffs and articles (including plants, flowers, medicines, seeds and other vegetable products intended for further processing), may only be sent if they comply with the relevant "Restricted Goods" regulations.

Claims for damage caused by late delivery will not be accepted where this was outside of our control. In the case of Consignments containing perishable foodstuffs or articles sent using our International Services, we will not pay compensation for loss or delay of the Consignment or damage to the items.

Money and negotiable documents

Money, coins, financial documents (money's equivalent). This includes bankers drafts, current bank notes, currency notes or coins, postal orders, cheques or dividend warranties, bearer securities including share warrants, scripts or subscription certificates, bonds or relative coupons, unfranked postage stamps or revenue stamps (except a revenue stamp embossed or impressed on an instrument which has been executed), coupons, vouchers, tokens, lottery tickets, scratch cards or similar items which can be exchanged themselves or with any other item for money, goods or

services, national insurance stamps, all tickets, including travel and events. Out of circulation coins (not made of gold or silver) are classed as collectables.

Negotiable documents, stamps, unobliterated postage or revenue stamps. Out of circulation stamps are treated as collectables for compensation purposes

Tickets or tickets which are exchangeable for goods or services e.g. airline tickets

Valuables

Antiques (Watches and objects over 100 years old)

Articles made largely or wholly of gold, silver or other precious metals

Diamonds and other precious stones

Fur (except imitation)

Jewellery (except imitation)

Sim cards

Watch movements.

Artwork & Photographic

This includes any work created or developed by the application of skill, taste or creative talent for sale, display or collection. This includes without limitation, items such as paintings, drawings, vases, tapestries, limited-edition prints, fine art, statues, sculptures, collector's items, customized or personalized musical instruments or similar items. Film, photographic images, including photographic negatives, photographic chromes and photographic slides.

Other

Any item or commodity that by its inherent nature is particularly susceptible to damage, or the market value of which is particularly variable or difficult to ascertain are also excluded from compensation cover.

Collectable items

Items which have appreciated in value either due to their scarcity or due to their being out of production are not excluded from cover. However, any loss of, or damage to, any collectable shall be limited to the actual price paid for the collectable and shall not exceed the stated limits of compensation.