

Non-mailable matter

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Non-mailable matter

1. What is non-mailable matter?

Generally, non-mailable matter means any mail that:

- Is prohibited by law (for example, illegal items, obscene material, or items that may not be imported or sent by mail)
- Fails to meet certain physical characteristics or marking requirements
- Contains products or substances that could cause:
 - · Injury to those handling the mail
 - · Damage to postal equipment or other items
 - · Entrapment of other items
- Bears a modified postage stamp in contravention of section 52 of the <u>Canada Post</u> <u>Corporation Act and Regulations</u>
- Bears a word or mark in contravention of section 58 of the <u>Canada Post Corporation</u> <u>Act and Regulations</u>
- Contains sexually explicit material unless you send it in an opaque envelope with the words "ADULT MATERIAL" or similar wording. Solicited Publications Mail™ items only need opaque wrapping.

Please note: Sexually explicit material that's sent as Personalized Mail™, Postal Code Targeting, or Neighbourhood Mail™ means:

- Images or representations of nudity that suggest sexual activity
- Images or representations of sexual intercourse, with no context suggesting violence or degradation
- Written text that describes sexual acts in a way that's more than purely technical, with no context suggesting violence or degradation

You're solely responsible for ensuring that an item is acceptable for mailing. Without limiting that responsibility, by depositing an item with us, you represent that the item:

- Has been properly prepared and paid for
- Doesn't constitute non-mailable matter
- Is allowed to be mailed by applicable law
- · Complies with Canada Post requirements

You acknowledge that in accepting an item for deposit, we may expressly rely on that representation from you.

If we find an international inbound item to be non-mailable, we must immediately remove it from the mail stream. There's no option to return to sender. The appropriate Canadian legislative authority will destroy the item.

For more information on how we handle non-compliant items visit:

- · General terms and conditions
- Non-mailable Matter Regulations and the Solicitations by Mail Regulations under the Canada Post Corporation Act
- For information on prohibitions, restrictions, and documentation applicable to specific international destinations, see our <u>International destination listing tool</u>



We're providing the information on these pages as a convenience only. Some of this information is derived from sources other than Canada Post, and we don't promise that it's accurate or complete. All of this information is subject to change without notice. It's your responsibility to make sure that you're complying with all applicable requirements.

2. Illegal mail

It's an offence if you use the mail for the delivery of:

- Articles that are obscene, indecent, immoral, or scurrilous
- Information relating to bookmaking, pool-setting, betting, or wagering
- · Articles relating to unlawful lottery schemes
- Articles relating to schemes to deceive or defraud the public
- Articles or special messages sent to any person intending to obtain money under false pretenses

It's also an offence to make false representations on any customs document.

3. Solicitations by mail

Solicitations that have the general appearance of a bill, invoice, or statement of account must clearly indicate that there's no obligation to make a payment in relation to the solicitation unless expressly agreed to by the recipient in exchange for clearly specified goods or services. Specific wording and format requirements are detailed in the <u>Solicitations by Mail Regulations</u> made under the *Canada Post Corporation Act and Regulations*.

For convenience, we summarize those requirements below. But you must make sure that you're complying with the most current requirements by checking the <u>Department</u> of Justice Canada website.

Where a letter or other mailable matter that's not a bill, invoice or statement of account due is in such a form that it has the general appearance of a bill, invoice or statement of account due, it will have endorsed on its face the following notice:

"THIS IS A SOLICITATION FOR THE ORDER OF GOODS AND/OR SERVICES AND NOT A BILL, INVOICE OR STATEMENT OF ACCOUNT DUE. YOU ARE UNDER NO OBLIGATION TO MAKE ANY PAYMENTS ON ACCOUNT OF THIS OFFER UNLESS YOU ACCEPT THIS OFFER."

You'll print the notice referred to above in boldface capital letters in such a manner that:

- The print of such notice is no less conspicuous than the print of any other word on the letter or other mailable matter
- The size of the print of such notice isn't smaller than the larger of the print of any other word on the letter or other mailable matter or 12-point type.

There must be a clear space of not less than 6 mm immediately surrounding the notice referred to above that's printed on a letter or other mailable matter.

You must print the notice referred to above on a letter or other mailable matter in such a manner that the contrast between the background and the print of that notice isn't less than the contrast between the background and the print of any other word on the face of the letter or other mailable matter.

No letter or other mailable matter referred to above will state that Canada Post has approved it or that it conforms to any federal statute or regulation.



Please note:

We won't send anything that doesn't follow these regulations.

4. Controlled items

4.1 Controlled items

You can generally mail controlled items, but you must:

- Prepare them properly
- · Abide by government regulations
- · Meet applicable requirements for mailing

Related documents

ABCs of mailing

4.2 Tobacco and vaping products

The shipping of tobacco and vaping products is controlled under several laws and regulations in Canada.

Tobacco products

Tobacco products are non-mailable from one province or territory to another unless the:

- Shipment is between manufacturers or retailers
- Shipment is between two consumers
- Mailer is otherwise expressly permitted by federal law to mail the products from one province or territory to another

Please note:

- The originator of the shipment is solely responsible to make sure all tobacco shipments meet the requirements of the Tobacco and Vaping Products Act
- Proof of Age is required for all tobacco product shipments unless the shipment is between:
 - · Manufacturers or retailers
 - Two consumers

Vaping products

Vaping products, as defined by the <u>Tobacco and Vaping Products Act</u> are non-mailable unless the:

- Lithium battery in the device meets the requirements in <u>ABCs of mailing</u> for domestic ground/surface mailing of lithium batteries
- Product is shipped using a ground service (for example, Expedited Parcel™ or Regular Parcel™)

In addition to the requirements above, you can't ship vaping products to air stage offices.

See our air stage office list

For more information, refer to the Tobacco and Vaping Products Act.

Preparing liquids for mailing

- To properly prepare liquids for mailing, refer to the information on packaging and wrapping materials in <u>ABCs of mailing</u>.
- You must know if the liquid cartridges you intend to mail are classified as dangerous goods. A limited quantity or excepted quantity acceptance program may be available to commercial customers. Please refer to <u>Dangerous goods</u> for more information.
- For more information, refer to the *Tobacco and Vaping Products Act*.

General tobacco and vaping information

- The originator of the shipment is solely responsible to make sure all shipments
 containing vaping products meet the requirements of the <u>Tobacco and Vaping</u>
 <u>Products Act</u>, as well as any other applicable legislation, including the <u>Cannabis Act</u>.
- Proof of Age is required for all vaping product shipments unless the shipment is:
 - Between manufacturers or retailers
 - · Between two consumers
 - A prescription as per the <u>Tobacco and Vaping Products Act</u>
- The <u>Food and Drugs Act</u> governs vaping products that make a health claim. These products need approval by Health Canada before you can sell, advertise, or import them commercially. To date, the FDA hasn't approved any of these products.

4.3 Firearms (including imitation and replica firearms)

The shipping of firearms (including imitation and replica firearms) is controlled under several laws and regulations in Canada.

International destinations

Under no circumstances can you mail firearms internationally as defined by the *Firearms Act*:

- Section 16 non-contract
- · Section 15 contract

Canada

Contact the <u>Canadian Firearms Program</u> at 1-800-731-4000 to determine if you're allowed to ship your firearms.

Firearms must be shipped by Regular Parcel[™] or Expedited Parcel[™] and include the Proof of Age option. Consumers have to <u>open a Solutions for Small Business account</u> and create labels for shipping firearms using the online shipping tool, Snap Ship.

Please note: As the legal age for certain goods may differ from age of majority by province or territory, it's your responsibility to make sure you select the right age under the Proof of Age option.

The Signature option may be used instead of Proof of Age only when the shipment is destined to an authorized retailer/manufacturer of firearms or law enforcement.

When you ship firearms, you must:

- Unload the firearms. There can't be any ammunition in the firearm or in the package (bullets, cartridges, and other ammunition are <u>prohibited</u> items and cannot be in the mailstream under any circumstance).
- Attach a secure locking device to the firearms.
- · Lock the firearms in a sturdy, non-transparent container.
- Remove the bolt or bolt carrier from any automatic firearms (if removable).

You can't:

- Ship firearms via air. Therefore, it is not permitted to send firearms to Air Stage offices and it is not permitted to ship firearms with Xpresspost and Priority services. For remote locations, see <u>Air Stage offices</u> listed in the Canada Postal Guide.
- Have any markings on the outside of the packaging that indicates a firearm is inside.

You're solely responsible for meeting all government regulations.

4.4 Intoxicating beverages

You can find information about the importing or mailing of intoxicating beverages in the federal *Importation of Intoxicating Liquors Act* and through the provincial liquor board.

You can only ship intoxicating beverages in Canada if you're a Parcel Services contract customer or Solutions for Small Business (SfSB) cardholder.

You must also:

- Select the "Proof of Age" option (which includes a signature at delivery)
 and
- Be a provincial liquor board or commission mailing to a manufacturer, distributor, or person in the same province

or

- Be a manufacturer of such beverages mailing to:
 - A provincial liquor board or commission
 - · A distributor of such beverages in Canada
 - An individual in the same province

or

- Be a distributor of such beverages mailing to:
 - A provincial liquor board or commission
 - A manufacturer or distributor of such beverages in Canada
 - An individual in the same province

or

• Be a peace officer mailing to a test laboratory, or a test laboratory mailing to a peace officer, in each case to carry out a lawful investigation

or

- Be a permitted party ¹ that mails wine ²from one province ³ to an individual in another province under the *Importation of Intoxicating Liquors Act* and the respective laws of the origin and destination provinces. Laws applicable to the shipment of wine vary by province. It's your sole responsibility to make sure:
 - You're legally allowed to mail wine
 - Your wine shipments follow applicable provincial legislation
 - The wine is being used for the recipient's own personal consumption and isn't for resale or other commercial use

¹Those allowed to mail wine will vary by province.

Special restrictions

For eligible shippers, special restrictions apply.

If the intoxicating beverage has up to 70% alcohol by volume (for example, 140 proof), you can ship the item by air or ground in a container of 5 litres or less.

You can only import intoxicating beverages into Canada by mail when:

- They're imported by or mailed to a licensed distiller or body authorized by the province of destination's board, commission, officer, or another governmental agency
- The alcohol content is no more than 24% alcohol by volume (for example, 48 proof)

You can only export intoxicating beverages from Canada by mail if you have met the applicable requirements for export and the <u>international destination</u> postal administration allows such mailings.



Please note:

As the legal age for certain goods may differ from age of majority by province or territory, it's your responsibility to make sure you select the right age under the Proof of Age option.

4.5 Drugs and other controlled substances

The <u>Controlled Drugs and Substances Act</u> and the <u>Food and Drugs Act</u> govern drugs, including narcotics and other controlled substances. You can only mail them in certain circumstances and subject to various restrictions.

For information on cannabis for medical or other purposes, see the <u>Cannabis Act and</u> <u>Regulations</u>.

You must make sure the contents, packaging, and labelling of your shipments follow all applicable federal, provincial, and municipal legislation and regulations.

²As defined in the *Importation of Intoxicating Liquors Act*. Certain provinces have further restrictions on what they classify as "wine".

³ As defined in the <u>Importation of Intoxicating Liquors Act</u>. This definition only applies to the mailing of wine as set out above

Related documents

ABCs of mailing

4.6 Medical and biological materials

Medical or biological materials must not be:

- Infectious
- Poisonous
- · Otherwise prohibited under:
 - The Transportation of Dangerous Goods Act
 - The Food and Drugs Act
 - · Any other applicable law

Examples of medical or biological material:

- · Human and animal blood specimens
- · Spinal fluid
- · Pathological specimens
- Culture specimens (urine, sputum, and swabs)

If allowed for mailing, the medical or biological material must meet packaging and labelling requirements.

For requirements on biological specimens, see ABCs of mailing.

Please note: You mail all items at your own risk. No coverage for loss or damage is available for this type of mail.

4.7 Perishable items

Some examples of perishable items include:

- Fish
- Game
- Meat
- Fruit
- Vegetables

You must properly prepare perishable items and make sure they meet applicable requirements for mailing as described in <u>ABCs of mailing</u>.

Please note: You mail all items at your own risk. No coverage for damage is available for this type of mail.

Also, the Canada Border Services Agency might need special import permits for these products to enter Canada.

For more information contact:

- Agriculture and Agri-Food Canada (1-613-759-1000)
- Canada Border Services Agency (1-800-461-9999)

4.8 Liquids, liquefiable substances, and powders

If they're otherwise mailable, you must properly prepare and meet applicable requirements for:

- Liquids
- · Liquefiable substances
- Fatty substances and powders

For information on packaging and wrapping materials, see ABCs of mailing.

4.9 Animals

You can't mail live animals unless you've entered into a related agreement with us before mailing.

Under certain conditions you can mail:

- Bees
- · Day-old chicks and hatching eggs
- Parasites
- Leeches
- Small, non-poisonous cold-blooded animals

Dead animals or their parts may be acceptable for mailing if you meet all applicable requirements.

This may include:

- The whole carcass of a beaver or a mallard duck
- · The antlers of a deer
- Hides
- Pelts
- · Nests or eggs

For more information contact:

CANADIAN WILDLIFE SERVICE ENVIRONMENT CANADA 351 BOUL ST JOSEPH GATINEAU QC K1A 0H3 1-819-997-2800

We may also need more information from the relevant provincial government authority.



Please note:

You mail all items at your own risk. No coverage for loss or damage is available for this type of mail.

Requirements for shipping animals

If we allow you to mail the item it:

Must

- Have a cover bearing a full, accurate description of the contents
- Show the name and address of the shipper
- Specify the number of any permit under which the contents were taken

Must not

Leak or emit offensive odours

Related documents

4.10 Plants

The *Plant Protection Act* and the *Convention on International Trade and Endangered Species* regulate the movement of certain:

- Plants
- Seeds
- Fruits
- Bark
- · Plant parts
- Soil

For more information, visit the <u>Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) website</u> or contact:

CANADIAN FOOD INSPECTION AGENCY
PLANT HEALTH DIVISION
PERMIT OFFICE
59 CAMELOT DR
OTTAWA ON K1A 0Y9

CANADIAN WILDLIFE SERVICE ENVIRONMENT CANADA 351 BOUL ST JOSEPH GATINEAU QC K1A 0H3

5. Prohibited items

5.1 Prohibited items overview

Prohibited items include packages whose contents are:

- Explosive
- · Highly flammable

- Radioactive
- · Otherwise dangerous

You can never send prohibited items through the mail under any circumstances.

For more information, see Other prohibited items and restrictions.

5.2 Replica or inert munitions

Replica or inert munitions are non-mailable, as well as other devices that simulate explosive devices or munitions. This includes replica or inert grenades or other simulated military munitions, even if they're for display. These products aren't allowed in the mail under any circumstances.

5.3 Other prohibited items and restrictions

There are also prohibitions and restrictions around other items not mentioned in previous sections of this article.

Envelopes and self-mailers

- Unsealed envelopes and unsealed self-mailers are unacceptable for mailing when deposited as <u>Letter-post</u>
- Envelopes (except Special Handling) with windows are unacceptable for mailing unless the:
 - Window has a transparent cover parallel to the length of the envelope
 - Address of the addressee is easily read
 - Address doesn't interfere with the date-stamping process
- When mailed at the Incentive Lettermail[™] price, we only allow one auxiliary window on the front or the back of an envelope
- Items in wholly transparent envelopes are unacceptable for mailing unless:
 - They can be easily handled by post
 - The outside label is securely attached and is large enough for the name, address, postage, and any applicable service instructions

Outside covers

- With certain exceptions, items that have anything written, printed, or attached on their outside cover are unacceptable for mailing. Exceptions include:
 - The name and address of the addressee or the sender
 - Endorsements or attachments which we authorize or which are otherwise authorized by statute or regulation
- Items with covers that bear words, devices, and so on which may adversely affect the commercial or social standing of the addressee are unacceptable for mailing.
- Items with covers that bear rings or similar advertising devices appearing around the postage stamps are unacceptable for mailing. This includes hand-stamped or printed copies of postal cancelling or franking stamps.
- Items with covers that bear non-postal (private manufacture) stamps or stickers are unacceptable for mailing if they're affixed in such a way that they may be mistaken for postage stamps or postal franking impressions, or otherwise indicate value.

Addressing

Mail is unacceptable for mailing if it bears successive addresses.

Labels

- Pre-printed labels and endorsements must:
 - In no way imply, through pre-printed terminology or graphics on the mail piece, special handling or a service for which you haven't paid postage
 - Not duplicate trade-marks of, or used under licence by Canada Post
 - Be directed to the addressee as an instruction related to the enclosure
 - Be cleared with us before printing to ensure the "mailability" of an item

Odours

· Any item emitting an offensive odour is unacceptable for mailing

Precious metals

• Precious metals are unacceptable for mailing, unless mailed under a written Agreement between the Mailer and Canada Post.

These metals include:

- Gold bullion
- Gold dust
- · Non-manufactured precious metals

Applicable regulations

- Any other item is unacceptable for mailing if it contravenes:
 - The Universal Postal Convention
 - · Any applicable law
 - · Any other Canada Post requirements

Visit the <u>Universal Postal Union Prohibitions Repository</u> for information on dangerous products as defined by the International Air-Transport Association and as accepted by the Universal Postal Union.

6. Dangerous goods

6.1 Dangerous goods overview

Dangerous goods, as defined by the <u>Transportation of Dangerous Goods Regulations</u> (TDGR), are non-mailable matter. We won't accept packages that contain dangerous goods or that display dangerous goods symbols, except for lithium batteries described in <u>ABCs of mailing</u>. If any evidence of former hazardous material contents is visible, we can't accept the package. But in any case, it's your responsibility to ensure that all markings and labels on a package identify the actual contents.

You can reuse boxes for mail shipments if you've removed or completely obliterated all former package markings and labels. Crossing out a label and marking or writing the current contents on a box or package isn't enough to allow for mailing. You must mark out the former markings and labels completely, even if you wrap the parcel in paper. If the wrapping becomes damaged during shipment, these markings will be visible and we won't deliver the package.

You can find dangerous goods in everyday items or commodities. See our <u>Transportation of dangerous goods classes and index</u> for details.

If you're a contract customer or Solutions for Small Business (SfSB) cardholder, an expanded acceptance program is available for:

- · Limited quantities
- Excepted quantities
- · Lithium batteries

For more details, contact your sales representative or call customer service at 1-888-550-6333.

6.2 Transportation of dangerous goods classes and index

If you're not sure if the items you intend to mail are dangerous goods, you should:

- Verify with the manufacturer or supplier or
- Contact the Canadian Transport Emergency Centre (CANUTEC) by phone at 1-613-992-4624

or

Visit the Transportation of Dangerous Goods Program website

Please note: Some commodities that contain low concentrations of dangerous goods may not be regulated if you dilute the dangerous goods to such an extent that the product no longer poses a hazard. For example, a flammable liquid that's diluted so that it's no longer flammable isn't a dangerous good unless it falls under any of the 9 classes listed below.

List of dangerous goods

Class 1 – Explosives

- · Ammunition and cartridges
- · Black powder
- · Blasting caps
- Detonators
- Dynamite
- Explosive fuses and igniters
- Fireworks
- · Flash powder
- Grenades

- · Rocket motors
- · Signal flares
- Toy and starting pistol caps

Class 2 - Compressed gases

- Aerosol products (hair sprays, inhalers)
- Bear and dog spray
- · Camping stove and BBQ cylinders
- · Cigarette lighters
- Cryogenic liquids (nitrogen, helium, and so on)
- Cylinders of compressed gas (oxygen, air, acetylene, butane, propane, carbon dioxide, and so on)
- · Fire extinguishers
- Mustard gas

Class 3 – Flammable liquids

- Acetone (nail polish and remover)
- Adhesives (glues)
- Alcohols (butanol, methanol, ethanol, and so on)
- · Camping fuel
- Cigarette lighter fuel
- Essential oils (tea tree and eucalyptus oil)
- Furniture stripper
- Gasoline
- Gasoline additives
- · Paints, enamels, lacquers, and so on

- Perfume and shaving lotion
- · Petroleum products and kerosene
- Thinners

Class 4 - Flammable substances

- Charcoal
- Fire starters
- Flameless Ration Heaters (FRHs)
- Fuel tablets
- Matches
- Metals (calcium, magnesium, phosphorous, and sodium)
- Moth balls
- · Oil impregnated fabrics

Class 5 - Oxidizers and organic peroxides

- Ammonium nitrate products (fertilizer)
- · Bleaching powders
- Disinfectants
- · Fibreglass repair kits
- · Hair and textile dyes
- · Hydrogen peroxide
- Nitrates
- · Organic peroxides
- Oxygen pellets

· Pool chlorine and bromine

Class 6 - Toxic and infectious substances

- Arsenic
- Bacteria and viruses (hepatitis, HIV, and so on)
- Chloroform
- Disinfectants
- · Drugs and medicine
- Fungicides
- Herbicides
- · Infectious diagnostic specimens (blood samples)
- Used needles and swabs

Class 7 - Radioactive materials

- Measuring instruments
- Medical isotopes
- · Smoke detectors

Class 8 - Corrosives

- Acids (hydrochloric, sulphuric, nitric, muriatic, and so on)
- Battery acid
- · Caustic soda
- Cleaners
- Disinfectants
- Drain openers

- Dyes
- · Etching fluid
- · Fire extinguishers
- Formaldehyde
- · Household bleaches
- Mercury
- Mercury thermometers and blood pressure gauges
- Oven cleaners
- · Paint or varnish remover
- Potassium hydroxide
- Rust removers
- Self Heating Beverages (SHBs)
- · Soda lime
- · Sodium hydroxide

Class 9 - Miscellaneous

- Air bags
- Asbestos
- · Carbon dioxide solids
- · Dry ice
- · Gas filled shock absorbers
- Lithium batteries (with or without device)
- Gasoline powered devices even without gasoline (lawn mowers, chain saws, weed cutters, motorcycles, and so on)
- Self-inflating life preservers

· Strong magnets



Please note:

This index has examples of common dangerous goods. It's not an exhaustive list. The index doesn't necessarily include items designated as non-mailable matter under our <u>regulations</u>. For example, knives that have been improperly prepared for mailing.

6.3 Commodities

To help you determine whether a package has dangerous goods, you should read the general descriptions on either the customs declarations or outer packaging of commodities being offered for mailing.

Non-exhaustive list of commodities that may have dangerous goods

Commodity	Examples of dangerous goods which may be present
Agricultural supplies	Fertilizers, pesticides, herbicides
Automobile parts	Wet batteries, shocks or struts with nitrogen, air bags
Breathing apparatus	Cylinders of compressed air or oxygen
Camping gear	Flammable gas or liquid, matches, other dangerous goods

Commodity	Examples of dangerous goods which may be present
Chemicals	Often found to be dangerous
Chemistry kits	Dangerous chemicals
Cleaning fluids	Dangerous chemicals
Cosmetics	Hairsprays, flammable liquids, other dangerous goods
Cryogenics	Very low temperature liquefied gases
Cylinders	Compressed gases
Dental supplies	Resins or solvents
Diagnostic specimens	Infectious substances
Diving equipment	Gas cylinders, high intensity diving lamps
Electrical equipment	Mercury in switch and electron tubes
Electrically powered apparatuses (wheelchairs, lawnmowers, and so on)	Wet batteries (corrosive)

Commodity	Examples of dangerous goods which may be present
Fireworks	Explosive substances
Frozen fruit and vegetables	Dry ice
Household goods	Paint, aerosols, bleaching powder
Individual Meal Packs (IMPs)	Flameless Ration Heaters (FRHs) and Self Heating Beverages (SHBs)
Instruments	Barometers, manometers and sphygmomanometers containing mercury, mercury switches, and thermometers
Laboratory equipment	Dangerous chemicals
Machinery parts	May include adhesives, paints, sealants, solvents
Medical supplies	Dangerous chemicals, thermometers, blood pressure instruments
Paint	Flammable solvents
Party supplies	Compressed gases, explosive articles
Perfume	Flammable liquids

Commodity	Examples of dangerous goods which may be present
Pharmaceuticals	Dangerous chemicals
Photographic supplies	Dangerous chemicals
Repair kits	Adhesives, paints, organic peroxides, solvents
Samples for testing	May have dangerous goods
Swimming pool chemicals	Dangerous goods
Switches (electrical)	Mercury switches
Tool boxes	May have explosives (power rivets), aerosols, adhesives
Toys	May be composed of flammable material
Vaccines	May be packed in dry ice