

PROHIBITED ITEMS POLICY

1. Fetcher's general discretion to refuse items

As set out in the Standard GoFetch Contract, Fetchers have a general discretion to refuse to accept any Delivery Item at the pick up point. This could include:

- any item weighing more than 8kg;
- any item that a normal human could not reasonably be expected to carry, whether due to its size or otherwise; or
- any item that the Fetcher does not wish to carry due to the Fetcher travelling on bicycle or by foot.

2. Prohibited Items

The following items are Prohibited Items and prohibited as Delivery Items outright. Fetchers must not accept, and Customer must not include, the following as a Delivery Item:

- people or animals of any size
- illegal items, including any item where its possession or delivery would, or is likely to, give rise any person committing any offence or wrongful act or omission
- any kind of alcoholic drink
- fragile items
- expensive or rare items
- dangerous items (including weapons, explosives and flammable liquids)
- stolen or counterfeit goods, or goods that infringe the intellectual property of any person
- any items that the Customer does not have appropriate permission to send via the Fetcher.