

Prohibited & Restricted Items Policy

Last Revised: April 2026

Applies to: Peer-to-Peer (P2P) "Request a Delivery" orders.

1. Overview

Items shipped through ShipFlo must comply with all applicable federal, provincial, and municipal laws, as well as ShipFlo's platform policies. Senders are solely responsible for the contents of their shipments and for ensuring every requirement set out below is met.

Sending an item that violates this policy, whether knowingly or otherwise, may result in immediate corrective action, including account suspension, legal escalation, and civil or criminal liability.

2. Enforcement

If a sender ships an item in violation of the law or this policy, ShipFlo may take any of the following actions:

- Immediate suspension or permanent termination of the sender's account
- Refusal of pickup, or return of the item to the sender at the sender's cost
- Safe disposal of the item where return is not feasible
- Forfeiture of any delivery fees paid
- Reporting to law enforcement where required by law
- Civil and criminal liability under applicable Canadian and Ontario legislation

ShipFlo, its couriers, and its participating merchants are not liable for any loss, damage, or legal consequence arising from the shipment of prohibited or restricted items in violation of this policy.

3. Reporting Violations

If you believe a shipment violates this policy or applicable law, report it to info@shipflo.com. ShipFlo investigates every report and takes appropriate action.

4. Prohibited Items

The following items **cannot be shipped through ShipFlo under any circumstances**.

4.1 People and Animals

- Living persons or any human passenger
- Live animals, pets, livestock, fish, reptiles, or insects
- Animal remains, taxidermy with regulatory restrictions, or animal by-products requiring special permits

4.2 Illegal and Stolen Goods

- Any item whose possession, sale, or transport is unlawful in the origin or destination jurisdiction
- Stolen property or items with falsified ownership documentation
- Counterfeit, pirated, or trademark-infringing goods

4.3 Weapons, Firearms, and Ammunition

- Firearms (restricted, non-restricted, or prohibited under the *Firearms Act*)
- Ammunition, gunpowder, primers, casings, and reloading components
- Replica or imitation firearms
- Knives designed as weapons (e.g., switchblades, butterfly knives, push daggers, balisongs)
- Brass knuckles, batons, stun guns, and conducted energy weapons
- Pepper spray, mace, or bear spray intended for use against people
- Firearm parts, regulated magazines, suppressors, and accessories

4.4 Drugs and Controlled Substances

- Illegal drugs and narcotics (e.g., cocaine, heroin, methamphetamine, MDMA, LSD)
- **Cannabis and cannabis accessories, even where legal**, including loose flower, pre-rolls, oil, edibles, concentrates, THC/hash oil, topicals, sprays, rolling papers, pipes, bong, vaporizers, and seeds
- Herbal controlled substances and psychedelics (e.g., Kava, Kratom, psilocybin mushrooms, ayahuasca, peyote)
- Synthetic and analogue cannabinoids, including Delta-8 and Delta-10 products
- Prescription medications shipped outside a verified licensed-pharmacy partnership (see Restricted Items)
- Pseudo-pharmaceuticals and pseudo-science products making unverified health claims

4.5 Tobacco, Vaping, and Nicotine Products

- Cigarettes, cigars, cigarillos, hookah, shisha, and pipe tobacco
- Chewing tobacco, snus, and oral nicotine pouches (e.g., ZYN)
- Vaping products, vape pens, e-cigarettes, and vape cartridges
- Nicotine replacement products (e.g., Zonnic, Nicorette) outside a licensed-pharmacy delivery

4.6 Hazardous and Dangerous Materials

- Explosives of any kind
- Fireworks, sparklers, and pyrotechnics
- Flammable liquids, gases, and solids (e.g., gasoline, propane, lighter fluid, certain solvents)
- Poisonous, toxic, corrosive, or oxidizing substances
- Radioactive materials

- Compressed gases and pressurized cylinders
- Magnetized materials above safe-handling thresholds
- Asbestos and other regulated hazardous substances
- Damaged, swollen, recalled, or improperly packaged lithium-ion batteries
- Any product classified as a hazardous product under the **Hazardous Products Act, RSC 1985, c H-3**, and the *Hazardous Products Regulations* (SOR/2015-17)
- Aerosols beyond small household quantities (see Restricted Items)

4.7 Money, Financial Instruments, and High-Liquidity Goods

- Cash, currency, and foreign currency
- Bearer bonds, transferable securities, and negotiable instruments
- Loaded gift cards, prepaid cards, and stored-value cards
- Cryptocurrency hardware wallets containing private keys
- Gold, silver, platinum, and other precious metals as bullion or coins
- Remittance transfers and currency-exchange shipments
- Rare coins and collectible currency

4.8 Lottery, Gambling, and Gaming Instruments

- Lottery tickets, scratch cards, and instant-win tickets
- Sports betting slips and gambling receipts
- Casino chips and gaming instruments

4.9 Highly Perishable Food and Beverages

- Raw or uncooked meat, poultry, seafood, and offal (outside same-day, properly packed merchant deliveries)
- Unpasteurized dairy products
- Live or fresh seafood requiring specialized handling
- Any item requiring cold-chain control beyond what ShipFlo couriers are equipped to maintain

4.10 Adult and Restricted Content

- Pornographic or sexually explicit materials
- Adult novelty items shipped in violation of local law
- Any material depicting or facilitating exploitation

4.11 Human Remains and Biological Materials

- Human organs, tissues, blood, or other biological samples
- Cremated remains (without prior written arrangement and supporting documentation)

- Medical specimens, diagnostic samples, and infectious substances
- Used medical sharps and biohazardous waste

4.12 Items Injurious to Public Health

- Contaminated, spoiled, or recalled food products
- Expired medications and supplements
- Items subject to active recall by Health Canada or the Canadian Food Inspection Agency (CFIA)

5. Restricted Items

The following items **may be shipped through ShipFlo only when all listed conditions are met**. Senders are responsible for verifying compliance before booking a delivery.

5.1 Alcohol

- Sender must be a licensed retailer in good standing (e.g., LCBO, The Beer Store, licensed brewery, winery, distillery, restaurant, or bar) with appropriate provincial authorization for off-premise delivery
- Recipient must be 19+ with a valid government-issued photo ID at the time of delivery
- ShipFlo couriers will refuse delivery if the recipient is intoxicated, underage, or unable to verify ID
- **Peer-to-peer alcohol shipments are not permitted.**

5.2 Pharmaceutical and Health Products

- Prescription medications may be shipped only by licensed pharmacies under a verified merchant agreement, with proper handoff procedures and recipient ID verification
- Over-the-counter medications, vitamins, and supplements may be shipped by licensed retailers in original sealed packaging
- **Peer-to-peer medication shipments are not permitted.**

5.3 Aerosols (Household Quantities)

- Permitted only in small, household-typical quantities (e.g., personal-care sprays, cooking spray, household cleaners, paint touch-up cans, light insecticides)
- Industrial or commercial quantities are prohibited
- Cans must be undamaged, sealed, and properly packaged

5.4 Batteries

- Standard alkaline batteries (AA, AAA, C, D, 9V) in retail packaging are permitted
- Lithium-ion batteries must be installed in their device or packaged per manufacturer guidelines
- Damaged, swollen, or recalled batteries are prohibited

5.5 High-Value Items

- Items valued above **\$500 CAD** must be declared at booking

- ShipFlo recommends additional insurance coverage for items valued above **\$1,000 CAD**
- Certain high-value categories (jewellery, electronics, art) may require signature confirmation at delivery

5.6 Fragile and Oversized Items

- Must be properly boxed, padded, and clearly labelled "Fragile" by the sender
- Items exceeding ShipFlo's vehicle dimension or weight limits will be refused
- ShipFlo is not liable for damage to improperly packaged fragile items

5.7 Live Plants and Cut Flowers

- Permitted within Ontario where no provincial or federal phytosanitary restrictions apply
- Sender is responsible for any required CFIA documentation

5.8 Perishable Food (Non-Highly-Perishable)

- Permitted from licensed food retailers and restaurants for same-day delivery
- Must be properly packaged in insulated containers where temperature-sensitive
- ShipFlo is not liable for spoilage caused by recipient delays or improper sender packaging

6. Sender Responsibilities

By booking a delivery through ShipFlo, the sender confirms that:

- The item is not prohibited and complies with all applicable laws and this policy
- The item is properly packaged for safe transport
- All required permits, licenses, and documentation accompany the shipment
- The contents have been accurately described in the booking
- The sender accepts full liability for any loss, damage, fines, or legal consequences arising from a violation of this policy

ShipFlo reserves the right to inspect any package, refuse pickup, or hold a shipment pending verification at its sole discretion.

7. Changes to This Policy

ShipFlo may update this policy at any time to reflect changes in law, platform operations, or risk. The current version is always available at **shipflo.com/prohibited-items**. Continued use of the platform constitutes acceptance of the most recent version.

8. Contact

For questions, clarifications, or to report a violation:

- **Email:** info@shipflo.com

- **Web:** shipflo.com/support
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This policy is governed by the laws of the Province of Ontario and the federal laws of Canada applicable therein.

ShipFlo. The delivery engine behind local retail.