

## **Prohibited and Restricted Items Policy**

It is the responsibility of the seller to ensure that the items offered for sale comply with all applicable laws and are permitted to be listed for sale in accordance with Shopee's terms and policies before listing the item on the selling platform. For the convenience of the seller, Shopee has prepared a brief guide on prohibited and restricted items that are not permitted to be sold on Shopee. Shopee will update this guide from time to time as necessary. Please visit this page regularly for the latest information.

### **1. Violation of our Terms of Service**

Violating the Prohibited and Restricted Items policies may result in several negative consequences for sellers, including but not limited to some or all of the following:

- Removal from the offering list
- Account privileges are limited.
- Account has been suspended and canceled.
- Legal action taken

### **2. List of prohibited and restricted items**

- (i) Alcohol
  - (ii) products of animals and wildlife (including but not limited to wildlife);
  - (iii) Antiques and antiquities
  - (iv) Used cosmetics
  - (v) foreign currency and counterfeit stamps.
  - (vi) credit cards and debit cards
  - (vii) foreign currency, including but not limited to digital currency;
  - (viii) Narcotics, medicines (both with and without prescription), addictive substances and related aphrodisiacs.
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(x) Prohibited goods

(xi) Firearms, weapons such as pepper spray, imitation weapons, and stun guns, etc.

(xii) Prohibited Foods: For the safety of our users, sellers are prohibited from listing the following food-related products and items on our Site:

(a) Products that contain medical claims, that is, claims that the product is intended for use in the diagnosis, treatment, mitigation, cure or prevention of disease in humans and/or animals, birth control, anesthesia or otherwise prevent or interfere with the normal functioning of a bodily process, either permanently or temporarily, or by terminating, reducing or delaying, or increasing or speeding up that function, or in any other way (e.g., medicines, contact lenses, counterfeit branded dietary supplements).

(b) Unsafe food products - Food which contains prohibited substances or substances in excess of permitted quantities, food which contains adulterants that the buyer is not fully informed of the nature of the transaction at the time of sale.

(c) Unpasteurized milk products.

(d) wild mushrooms and

(e) any other food products that are hazardous to human health.

Foods that are not included in the above prohibited food categories but must comply with these minimum standards and guidelines:

(a) Expiration Date – All food products must be clearly and properly labeled with an expiration or “use by” date. Expired food products must not be offered for sale.

(b) Sealed Containers – All food and related products sold on the Site should be packaged or sealed to ensure that the purchaser can identify evidence of tampering or defects.

(c) Perishable Food Products - Sellers offering perishable food products should clearly state in the product description the steps they will take to ensure that the products are properly packaged.

(xiii) Government or police goods, such as medals, insignia, or uniforms.

(xiv) human parts or corpse remains;

(xv) Lockpicking equipment

(xvi) Lottery tickets

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(xix) Services: Providing services, including but not limited to sexual services, services that are illegal in nature or that violate the Terms of Service, is prohibited on the Shopee Platform unless expressly permitted by Shopee.

(xx) Slot machines

(xxi) Recalled items

(xxii) shares, other securities and stamps;

(xxiii) tobacco or tobacco-related products, including but not limited to e-cigarettes;

(xxiv) Articles containing obscene, seditious or treasonous content.

(xxv) Publications, books, films, videos, and/or video games that do not comply with applicable laws in the country in which they are sold and/or shipped.

(xxvi) Stolen goods

(xxvii) Products with counterfeit labels.

and any other items that are illegal or restricted in the buyer's and/or seller's jurisdiction, or that promote illegal or restricted activities.

If you see a listing that violates our policies, please let us know by clicking the “Report this Product” or “Report this User” button from the bottom menu on the product or user page. When a policy violation occurs, we will send an email, system message, and notification to the seller to notify them that the listing has been removed from our site. We will also send a notification to the purchaser of the listing. It is your responsibility to ensure that your phone settings allow you to receive text message notifications.

If you have any further questions, please contact us at [support@shopee.co.th](mailto:support@shopee.co.th).

Download now and start trading instantly.

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