

Prohibited list (updated August 2025) remove any previous versions

Sometimes we are unable to sell items that have been donated

Whilst we will always endeavour to sell items which have kindly been donated to us, we must evaluate the potential risk to staff, volunteers and customers. On occasion this will mean there are some items which we cannot accept.

Disposing of items which cannot be sold costs money and diverts funds away from the charity, so it is always best to discuss with customers before they donate any of the items listed here wherever possible.

It is Sue Ryder's policy not to stock material which is unethical or contravenes our values. This includes any items that are:

- Racist or promote religious discrimination.
- Sexist, misogynistic or pornographic
- Homophobic
- Transphobic

If in any doubt, shop teams should contact the Product & Services team via productsandservices@sueryder.org

Goods that must not be offered for sale online or in all of our shops

The following donated second-hand goods must not be offered for sale in our shops including Vintage shops or online because to do so would either be *illegal* or would, in Sue Ryder's opinion, jeopardise the *health and safety* of customers; or because it would be in Sue Ryder's opinion be *unethical*.

Donated Furniture and Homeware

The most important consideration when selling furniture and homewares is if an item is flammable. When items do not have a safety label or instructions, we are unable to safely sell them to our customers. For hygiene reasons we must also ensure the items are clean before putting out for sale.

- Upholstered donated furniture without a permanent stitched or stapled fire label including batch no (unless pre-1950's; (refer to Retail Furniture Guide, additional research must be conducted to be certain of this)
- Donated furniture with unsafe missing parts or damage

- Candles that are homemade or without instructions and safety notice
- Duvets and pillows (unless sealed in original packaging)
- Soiled/dirty mattresses.
- Roller or venetian blinds (unless in original packaging with safety instructions included)

Safety Equipment

These are items which are intended to keep people safe. We are unable to guarantee that donated safety equipment is fully protective or has not been previously damaged even if it appears to be new or in pristine condition.

- Safety headgear e.g. all types of helmets and visors
- Climbing equipment
- Buoyancy aids, life jackets and inflatable dinghies
- Mobility equipment e.g. wheelchairs, wheeled walkers, mobility scooters, Zimmer frames, bath aids, hospital beds and adjustable walking aids

Sports Equipment

We can sell non-electrical sports equipment which is new and has instructions. We must consider that many items can cause damage if not in perfect working order or if not used correctly.

We are also unable to PAT (Portable Appliance Test) test large electrical items of equipment for safety so cannot therefore accept the donation.

- Bicycles – (only repaired and tested bikes via the prison's upcycling programme with a safety checklist attached can be sold in shops)
- Exercise bikes
- Rowing machines
- Running machines
- Cross trainers
- Electrical scooters
- Roller Skates and Ice skates

Electrical Items

We can PAT test and sell many electrical items, however, for safety reasons we are unable to sell the items listed below.

- Laptops, personal computers, and tablets – we do not have the facilities to ensure that these items are wiped of personal data.
- Mobile phones as per laptops
- Electric blankets (even brand new and sealed)
- Microwaves
- Sunbeds and tanning equipment
- Donated white goods and microwaves.
- Personal hygiene items such as shavers and foot spas
- All power tools – we are not able to guarantee that all parts are working and safe to use.
- Electrical garden tools, including electric lawnmowers.

Media

Whilst we can sell 18 rated items, for all goods given an age-restricted classification it is illegal to sell them to anyone below the specified age. This includes computer games where the age rating relates to content (this can be found on the back of the game). Please ask for ID if you are not sure before allowing a purchase of 18 rated items. However, we cannot sell:

- Recordings made at home for personal use, whether CDs, DVDs, videos or cassettes
- DVDs and Blu-Ray (the rating is coloured blue and stands for 'restricted') 
- Bootlegs (a recording consisting of usually a live recording or studio outtakes; material which has not otherwise been issued by the record company)

Children's Items

We are unable to sell the following items which may be unsafe for children:

- Homemade knitted toys (unknown fillings & materials, loose parts and possible choking hazards or unable to confirm fire retardant)

- Cot bumpers, cot mattresses, pram mattresses
- Children's pillows
- Cribs, cradles, and reclined cradles
- Carrycots and stands.
- Baby gates
- Table mounted chairs
- Playpens, baby baths, baby door bouncers, baby walkers
- All inflatable armbands and rings worn as flotation aids.
- Toys for children aged under 3 must have a CE/UKCA marking on it. Nothing with batteries accessible without a screwdriver or with small detachable parts can be sold or toys with magnets or cords. If in any doubt about its safety don't sell it.
- Children's shoes (pram shoes with a soft bottom and brand-new unworn can be sold)
- Clothing with hood cords
- Nightwear and fancy-dress items not labelled as fire resistant.
- Car seats, booster seats and seat belts
- Child seats for bicycles
- Used Play Doh/Plasticine

Sharps / Weapons

We cannot sell dangerous items for legal and safety reasons.

- Ammunition
- Crossbows, bows and arrows or catapults
- Guns or realistic replica toy guns
- Sharp, gardening and hand tools
- Sharp knives (excludes cutlery which should be displayed in a secure cabinet and only sold to adults over 18. Please request ID before selling)
- Swords (including replicas)
- Please dispose via the sharps bin or contact a police station to arrange collection.

Ivory

The government has introduced tighter regulations on the sale of ivory in the UK which now covers items of all ages, not only those produced after a certain date. Our shops are not permitted to sell any items of ivory. If in doubt about whether an item is ivory or not, then please do not sell.

Items can be sent to IFAW as they continually do ivory surrender campaigns and will always take and dispose of it in the correct way. **The address to send it to is:**

Campaigns Department, International Fund for Animal Welfare, 87-90 Albert Embankment
London. SE1 7UD

Other items we cannot sell in shops or online

- Alcoholic beverages including homemade wine.
- Angora wool products
- Used and worn pierced earrings
- Batteries even if in original, sealed packaging (except New Goods products)
- Books, CDs and DVDs given away free from magazines and newspapers which are clearly marked 'not for resale'.
- CBD oil products even if in original, sealed packaging
- Chinese Lanterns
- Christmas crackers, party poppers, fireworks, sparklers, or lighters even if in original, sealed packaging; anything with an explosive device
- Cigarettes/tobacco products, including ashtrays and lighters.
- Counterfeit/fake goods.
- Crocodile/Alligator/Snakeskin products.
- Chemical items
- Furs (this does not apply to sheepskin, leather goods or simulated/fake fur which should be marked as such) – if in any doubt then do not sell. Contact Products & Services to arrange for ethical disposal
- Gas or petrol appliances e.g. gas cookers, heaters or those designed to operate on bottled gas.
- Hazardous or flammable substances, e.g. glue, fireworks, aerosols, methylated spirits, chemicals, mercury thermometers
- Homemade food or drink
- Hot water bottles
- Jewellery made from seeds or beans.

- Medicines or medications
- Military, police, and any company branded uniforms.
- Motor vehicles or car parts
- Oil appliances e.g. oil or paraffin heaters, pressure stoves or lamps designed to use oil.
- Paint (inc. aerosol paint) This does not apply to artist's paints which can be sold.
- Cosmetics and toiletries which are opened, used and out of date/expired are **illegal** to sell. However, sealed items/packs with ingredients in English showing on the packaging and the contact details of the original manufacturer are displayed and the item is in date can be sold.
- Gas masks
- Medical equipment including vintage items and prescription glasses

If in any doubt about any items, please do not put it out for sale and contact Product & Services for advice.