

Dear Business Partner,

As a valued customer of Forward Air, we want to thank you for allowing us to serve your transportation needs. Forward periodically assesses and updates our guidelines for acceptable shipment types.

Please note that Forward cannot accept the following shipments:

- Shipments of extreme configuration or requiring special equipment
- Shipments that would be prohibited if diverted contrary to U.S. laws
- Prohibited shipments as set forth in the [Hazmat Schedule](#) at www.forwardair.com/service-conditions
- Firearms
- Alcohol
- Cannabis in any form, or any products containing cannabis, including marijuana or hemp
- Tobacco or any nicotine derivatives
- Bulk packaged, or items packed in totes, as defined in 49 CFR 171.8
- Shipments requiring "Protective Security Service" or "Armed Guard Surveillance Service"
- Original works of art, collections, or antiques
- Commercial aircraft engines tendered strapped or netted only to an air pallet (such engines are acceptable if they are fully enclosed in a wooden or steel crate, as well as strapped or netted to an air pallet)
- Kayaks and canoes
- Live animals
- Human or animal remains
- Perishables, including, but not limited to, food items or live plants (growing or cut)
- Precious metals or precious stones
- Bullion, currency, coins, bonds, or documents of value
- Waste (i.e., cargo with no economic value, regulated as waste by applicable law, or cargo being transported for disposal)
- Used or reconditioned household goods to be used in a dwelling

As a precautionary procedure, if any shipment contains exposed or protruding plastic or metal parts, the tender process will be stopped for review. Forward will communicate any packaging concerns to the customer.

We are grateful for your continued support. Please contact Forward Customer Service at 800-726-6654 with any questions.

Because it matters, **think Forward.**