



# Restricted Products

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## What is a Restricted Product and Why Should a Product be Restricted?

There are several categories of products that can be sold internationally.

- **Dangerous goods or hazardous materials:** These products are prohibited; neither merchants nor Global-e may sell them.

Dangerous goods are substances that pose a risk to health, safety, property or the environment. Hazardous materials contain substances that are radioactive, flammable, explosive, corrosive, oxidizing, asphyxiating, biohazardous, toxic, pathogenic, or allergenic. This also pertains to physical conditions such as compressed gases and liquids or hot materials, including all goods containing such materials or chemicals, or may have other characteristics that render them hazardous in specific circumstances.

For more information, see [https://en.wikipedia.org/wiki/Dangerous\\_goods](https://en.wikipedia.org/wiki/Dangerous_goods)

- **Restricted products:** A restricted product is a product that is not allowed or controlled in one or multiple countries, either due to commercial or regulatory issues. There are two types of restricted products, commercial and regulatory.

## Restrictions Due to Commercial Issues

Product restrictions due to commercial issues are based on reseller agreements and/or limitations. The merchant usually initiates these restrictions at products SKU level.

For example, a contract could stipulate that a product cannot be sold within a specific country:

A specific model of Nike shoes cannot be sold in the United States.

## Restrictions Due to Regulatory Issues

Product restrictions due to regulatory issues are based on custom regulations in the destination country. Global-e generally initiates these restrictions at the product, category, or sometimes at the universal Harmonized System (HS) codes level.

The Harmonized Commodity Description and Coding Systems (HS) is an international nomenclature for the classification of products. It allows participating countries to classify traded goods on a common basis for customs purposes. At the international level, the Harmonized System (HS) for classifying goods is a six-digit code system.

For more information, see <https://unstats.un.org/unsd/tradekb/Knowledgebase/50018/Harmonized-Commodity-Description-and-Coding-Systems-HS>.

For example:

- Wooden products are regulated in Australia.
- Sunglasses required an FDA permit in the US. Merchants that do not have the required FDA permit are not allowed to sell sunglasses to the US.

## Restricting Products by Country

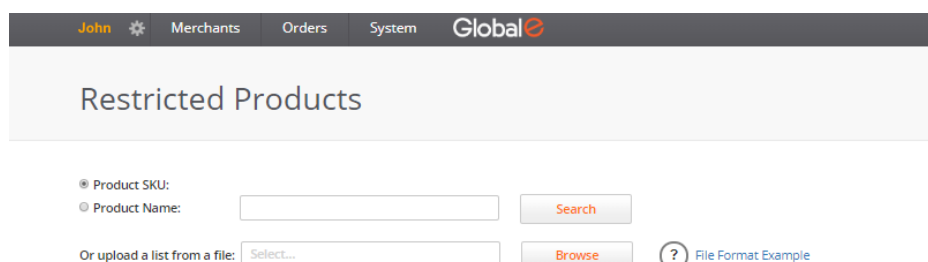
Product SKUs can be restricted for a single country, for several countries, or for all countries.

To restrict products by country, perform the following steps.

### 1. Navigate to the Restricted Products Screen

In the Global-e Portal, navigate to **Merchants** → **Product Management** → **Restricted Products**

The Restricted Products screen is displayed.



The screenshot shows the 'Restricted Products' screen. At the top, there's a navigation bar with 'John' and a gear icon, followed by tabs for 'Merchants', 'Orders', and 'System'. The 'Global<sup>e</sup>' logo is on the right. Below the navigation bar, the title 'Restricted Products' is centered. Underneath the title, there are three search options: 'Product SKU:', 'Product Name:', and 'Or upload a list from a file:'. Each option has a corresponding input field and a button ('Search' or 'Browse'). A 'File Format Example' link is also present.

Figure 1: Restricted Products Screen

### 2. Get the list of products to restrict

Get the list the products to be restricted by searching for a Product SKU or Product Name or by uploading a list of products from a file.

#### Search by a Product SKU or Product Name:

- 1 Select Product SKU or Product Name.
- 2 Type the SKU or the Name of the product, based on your selection in the previous step (type at least three characters).
- 3 Click **Search**.

The list of products to be restricted is displayed.

John Merchants Orders System Global<sup>e</sup>

## Restricted Products

☒ Product SKU:  
☐ Product Name:

Or upload a list from a file:   [? File Format Example](#)

☐

|                          | SKU                 | Name                                              | Description                                                                                                                                                   | Restricted In            |
|--------------------------|---------------------|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| <input type="checkbox"/> | DDWFAAL100011CV11L  | le-jardin-atlas-print-womens-signature-set-red... |                                                                                                                                                               | <a href="#">Restrict</a> |
| <input type="checkbox"/> | DDWFAAL100011CV11M  | le-jardin-atlas-print-womens-signature-set-red... |                                                                                                                                                               | <a href="#">Restrict</a> |
| <input type="checkbox"/> | DDWFAAL100011CV11S  | le-jardin-atlas-print-womens-signature-set-red... |                                                                                                                                                               | <a href="#">Restrict</a> |
| <input type="checkbox"/> | DDWFAAL100011CV11XL | le-jardin-atlas-print-womens-signature-set-red... |                                                                                                                                                               | <a href="#">Restrict</a> |
| <input type="checkbox"/> | DDWFAAL151008CV01L  | le-jardin-jamal-print-womens-long-series-navy...  | JAMAL From the depths of the desert to the drink mats in high-end hotels, the camel can be found in every corner of Moroccan life, inspiring us to use its... | <a href="#">Restrict</a> |
| <input type="checkbox"/> | DDWFAAL151008CV01M  | le-jardin-jamal-print-womens-long-series-navy...  | JAMAL From the depths of the desert to the drink mats in high-end hotels, the camel can be found in every corner of Moroccan life, inspiring us to use its... | <a href="#">Restrict</a> |

Figure 2: Restricted Products Screen - List of Products

**Or, upload the list of products:**

- 1 Prepare a list of SKUs in a single column (without title) in Excel or csv format.  
Alternatively, you can download the **File Format Example** and use it as a basis for your set up.
- 2 Click **Browse** to upload the file from your PC.  
The list of products to which to apply the restriction is displayed. See [Figure 2: Restricted Products Screen - List of Products](#).

**3. Restrict a single product, several products, or all products**

In the Restricted Products Screen, you can restrict a single product, several products, or all products.

- **Restrict a single product:** Choose a product and click **Restrict** on the product row. See [Figure 3: Restrict a Single Product](#).
- Restrict multiple, select the relevant products, click **Restrict Selected**. See [Figure 4: Restrict Selected or All Products](#).
- To select all products, click the master checkbox next to the Restrict Selected button and click **Restrict Selected**. See [Figure 4: Restrict Selected or All Products](#).

|                          | SKU       | Name                                    | Description | Restricted In            |
|--------------------------|-----------|-----------------------------------------|-------------|--------------------------|
| <input type="checkbox"/> | E_DWSET01 | 4 Doctors Set - Doctor Who Figurines... |             | All                      |
| <input type="checkbox"/> | E_DWSET04 | 5 Doctors Set - Doctor Who Figurines... |             | <a href="#">Restrict</a> |

Figure 3: Restrict a Single Product

| <input checked="" type="checkbox"/> <b>Restrict Selected</b> |            |                                          |             |               |
|--------------------------------------------------------------|------------|------------------------------------------|-------------|---------------|
|                                                              | SKU        | Name                                     | Description | Restricted In |
| <input checked="" type="checkbox"/>                          | E_DWSET01  | 4 Doctors Set - Doctor Who Figurines...  |             | All           |
| <input checked="" type="checkbox"/>                          | E_DWSET04  | 5 Doctors Set - Doctor Who Figurines...  |             | Restrict      |
| <input checked="" type="checkbox"/>                          | E_DWMEGA01 | 9-Inch Mega Bronze Dalek - Doctor Who... |             | Restrict      |

Figure 4: Restrict Selected or All Products

The Restrict by Country box is displayed.

Restrict by Country

☐ Restrict product(s) to all countries
   
 or -

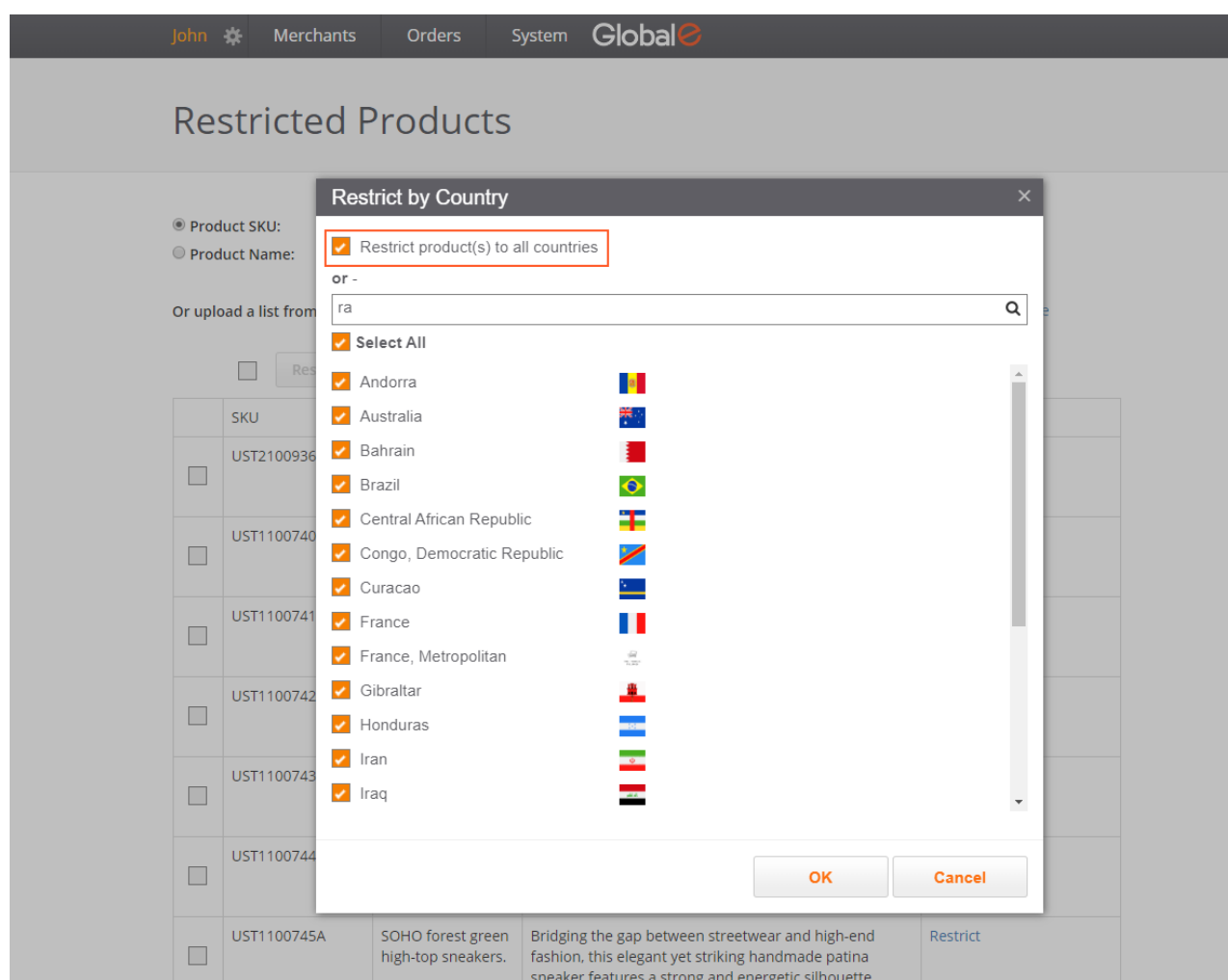
Figure 5: Restrict by Country

## 4. Select the countries in which products must be restricted

You can restrict products for all countries or search for a specific country or countries.

### To restrict all countries:

- 1 In the **Restrict by Country** box, select **Restrict product(s) to all countries**.  
All the countries in the system are displayed and selected.
- 2 Click **OK**.  
Products are now restricted for all countries.



**Figure 6: Restrict by Country – Restrict all countries**

**To restrict most countries (most frequent use case):**

- 1 In the **Restrict by Country** box, select **Restrict product(s) to all countries**.  
All the countries in the system are displayed and selected.
- 2 Clear the boxes next to the countries for which the restriction does not apply.  
These countries are removed from the list.
- 3 Click **OK**.  
Products are now restricted for the remaining countries.

**To restrict a country or a group of countries:**

- 1 Find the country or group for which products must be restricted:  
In the *Restrict by Country* box's search field, start typing the name of a country or group of countries (type at least three characters).  
A list of countries starting with the same letters is displayed.

**Predefined Groups**

You can search by the following predefined groups:

EU (28 countries of the European Union)

EEA (32 countries of the European Economic Area)

European countries: 50 countries across Europe

ROW (Rest of world: All countries around the world except for the EU)

- 2 Select the country or group of countries to restrict.

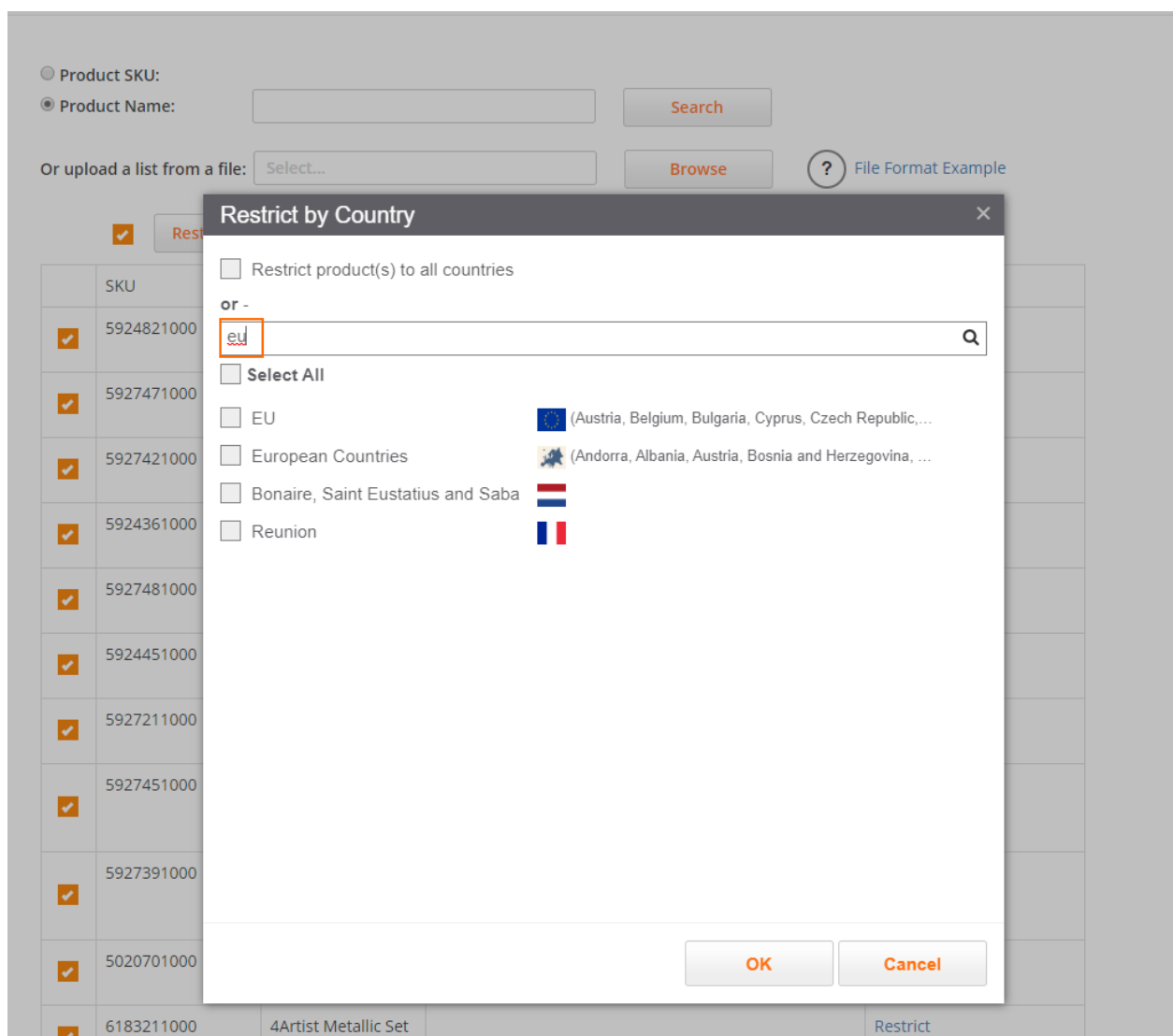
To restrict all countries displayed, you can use the **Select All** option.

These countries are added to the list of restricted countries.

- 3 Click **OK**.

The selected countries or group are restricted.

In the **Restricted Products** screen, the column called **Restricted in** shows the list of countries in which the product is restricted.



**Figure 7: Restricted by Country – Find a country or a group of countries to be restricted**

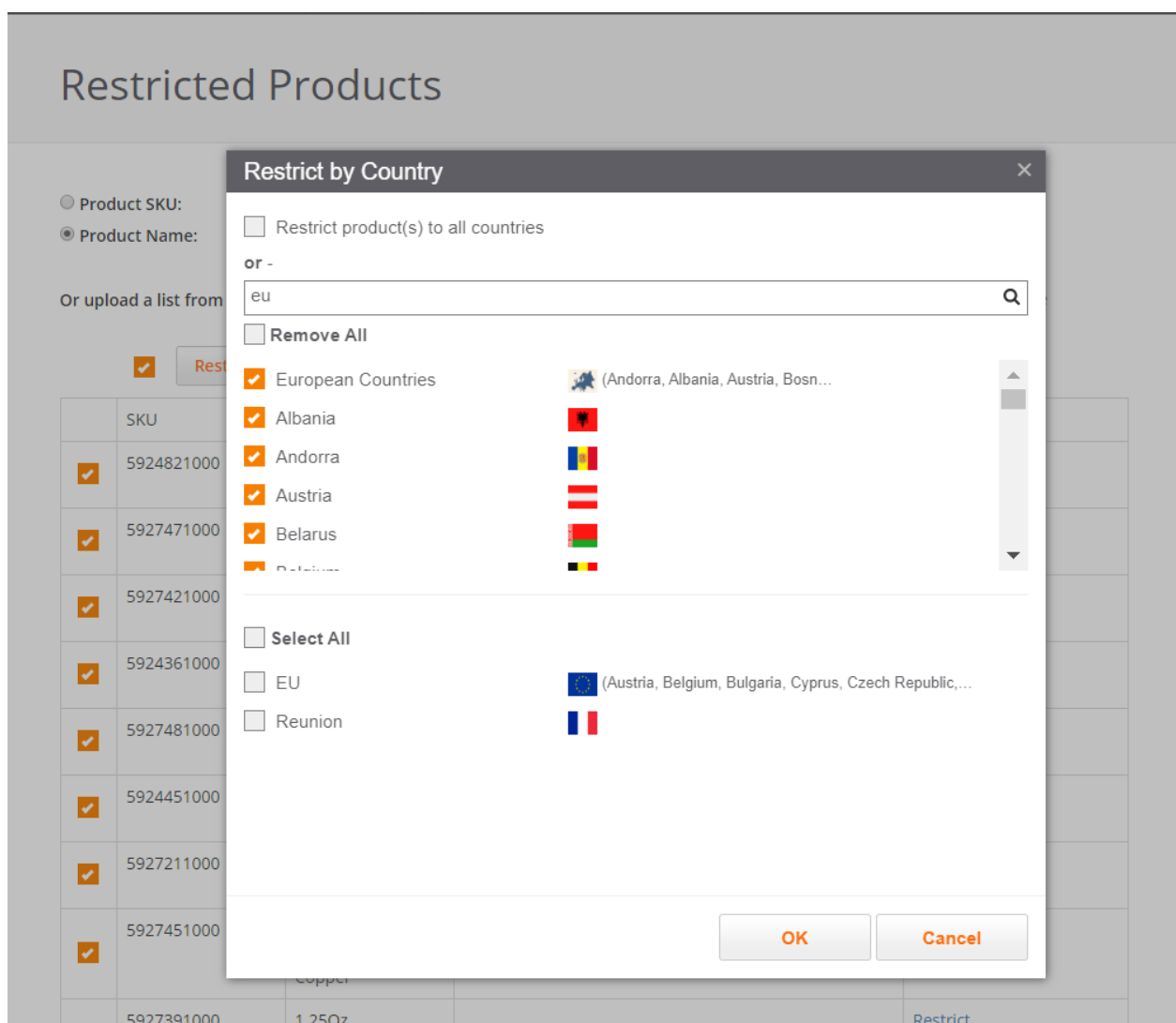


Figure 8: Restricted by Country – Add countries to be restricted

## Removing or Modifying a Restriction

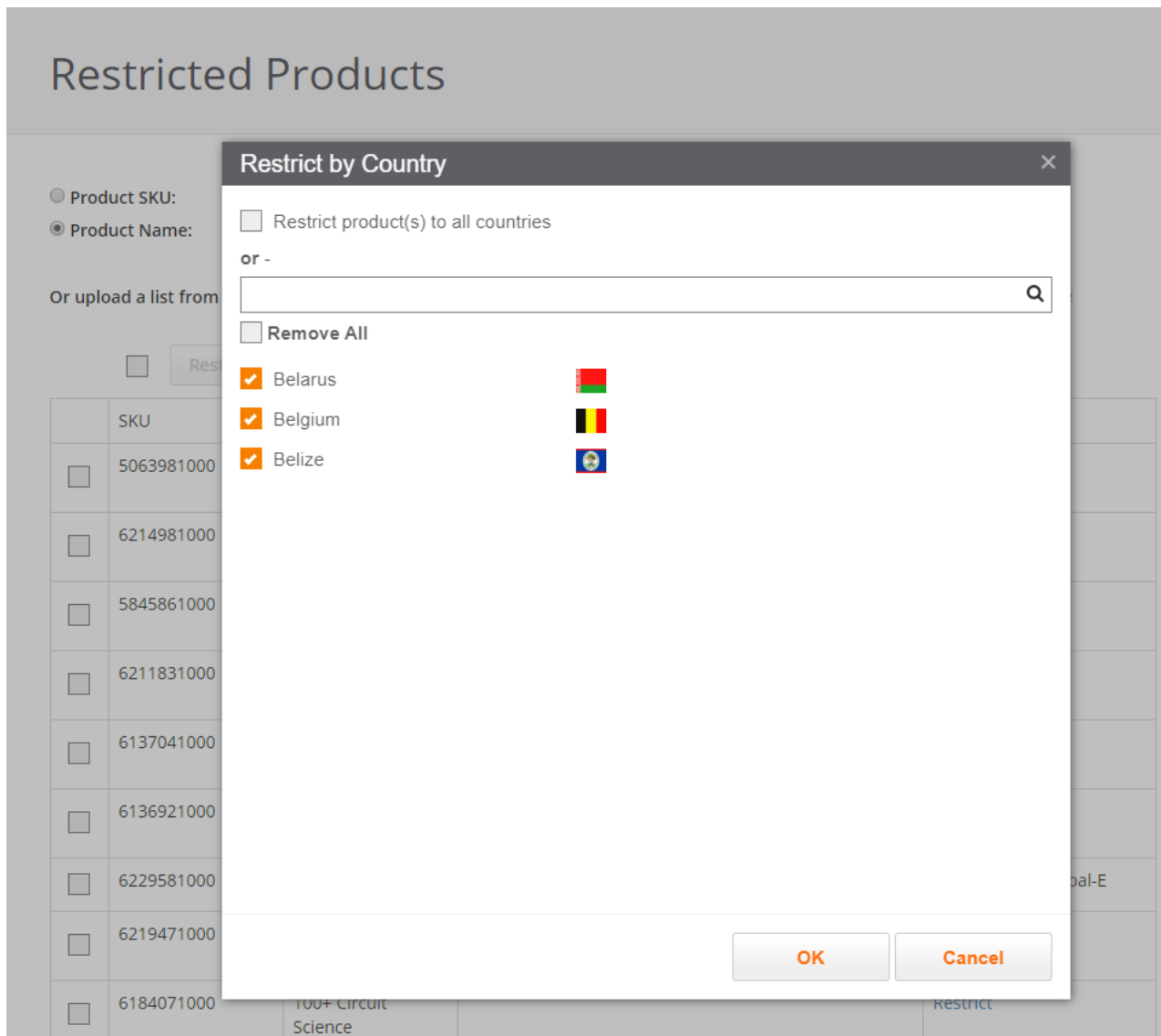
### To remove or modify a restriction:

- 1 In the **Restricted Product** screen, find the relevant products from which you would like to remove or modify the restrictions.
- 2 In the **Restricted In** column, click the countries link.
- 3 Remove or modify as required.
  - You can select to clear and remove restricted countries from the list.  
The restriction is removed for the specific products in these countries.
  - You can select **Remove All** to remove all restricted countries.  
The restriction is removed for the specific products in all countries.
- 4 Click **OK**.  
The selected countries are removed from the list and so is the product restriction for this country.

**To remove or modify several products with the same restriction:**

- 1 Select the relevant products.
- 2 Click **Restrict Selected**.  
The **Restrict by Country** box is displayed.
- 3 Apply the required change.

You can restore countries that have been removed by adding them back or add new countries, as detailed in the previous sections.



**Figure 9: Restrict by Country - Removing or Modifying a Country**

Some products may be restricted by Global-e due to regulations. Contact Global-e Support to enquire about such a restriction.