

List of prohibited products and suppliers

The following product ranges and services may not be offered on the marketplace:

1. All goods, services and transactions that are illegal, or at least appear to be illegal, as well as all goods, materials, services and omissions that are likely to promote or encourage the provision and/or use of illegal goods and services
2. Drugs (any kind of drugs, narcotics and intoxicants) and products related to illegal drugs
3. Products and services that breach copyright laws (e.g. counterfeit brands, services without a license)
4. Gambling operators (poker, bingo, betting, lotteries, raffles, sweepstakes)
5. Pornography, escort services, prostitution, sex tourism.
6. Erotic items of all kinds; however, condoms and lubricant gels are permitted. In the event of ambiguity or doubt as to whether a product is to be categorized as an erotic product, the final decision is at the discretion of OTTO
7. Providers of content glorifying violence or drugs
8. Pet training collars or pet repellent products equipped with, for example, electrical pulses, spraying function, ultrasound, barbs or spikes
9. Lockable cat houses/ cages that are not intended for transport; lockable dog houses/cages/enclosures that are not intended for transport and are smaller than six (6) square meters
10. Products that are required to be labeled according to the following regulations or laws:
 - EU Regulation No. 1169/2011, Food Information Regulation (except those items covered by the German Food Supplements Regulation (NemV))
 - Feed Transport Regulation (EC) No. 767/2009
11. Products that have a minimum shelf life – calculated from the time of dispatch – of less than three (3) months
12. Application software, operating systems, office programs and virus software, including licenses as individual products (without hardware). The sale of hardware products incorporating preinstalled grey market licenses (e.g. laptops, tower PCs) is also not permitted
13. Real estate
14. Cryptocurrencies (Bitcoin, Ripple, Ethereum among others) and other products whose sole application is mining cryptocurrencies
15. Non Fungible Tokens (NFTs)
16. Sale and/or marketing of products with unproven or questionable effect (diet products with unrealistic promised effects, pills to increase intelligence, light glasses etc.)
17. Modchips (which can be used to circumvent a manufacturer's copying, game and security restrictions e.g. on computers, games consoles)
18. Jammers (signal blockers for e.g. radar, GPS, mobile phone signal, immobilizers in motor vehicles, door locking systems)
19. Fake IDs (Fake Identities)
20. Official documents and forms
21. Any weapons or firearms and ammunition (this includes in particular automatic and semi-automatic rifles and pistols, cutting and stabbing weapons, etc.) as well as weapons that appear to be weapons; knives that are subject to an acquisition restriction are also prohibited
22. Any toys, models or construction kits representing or including military topics and other war related content
23. Sky lanterns
24. Travel
25. Illegal sub-acquiring
26. Promotional trips
27. Debt counselling
28. Time-sharing providers (e.g. renting of apartments)
29. Providers of "likes"
30. Money lending
31. Online advice (management consultancy, law firms...)
32. Pay-per-call services (e.g. 0900 numbers)

33. Products that fall under § 312g (2) nos. 1 and 2 German Civil Code (BGB) (products according to customer specifications and quickly perishable products)
34. Products that are offered as "freebies" in addition to the actual sold product
35. Surprise packages and mystery boxes whose content is not specified (lucky bags containing toys and Advent calendars whose content is specified are permitted)
36. Returnable packaging and products offered in returnable packaging
37. CBD oils
38. Food supplements with an alcohol content exceeding 0%
39. Products only permitted to be sold by registered dispensing chemists (pharmacists) and other over-the-counter medicines
40. Products containing lignite (e.g. briquettes made of lignite)
41. Single use plastic products as defined in Annex 1 of the Single-use Plastics Fund Act (EWKFondsG), including amongst other items drinks cups, disposable wipes and balloons
42. Products requiring cooling
43. Products requiring professional advice to end customers before they can be ordered
44. Products for which a certificate of competence is required
45. Games and devices containing games and films that have not been tested in accordance with the German motion picture rating system and are not marked with the "USK/FSK" label