List of prohibited products and suppliers

It is not permitted to offer the following product ranges and services via the OTTO Marketplace:

1. All goods, services and transactions that are illegal, or at least potentially 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 with-out 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 im-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. Snap traps and wasp traps, including attractant
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 li-censes as individual products (without hardware). The sale of hardware products incorpo-rating 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 effects (diet products with promised but unrealistic 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 signals, immobilizers in mo-tor vehicles, door locking systems)
19. Fake IDs
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 BGB (German Civil Code) (products ac-cording to customer specifications and quickly perishable products)
34. Products offered as "freebies" in addition to the actual product sold
35. Surprise packages and mystery boxes whose content is not specified (lucky bags contain-ing toys and Advent calendars whose content is specified are permitted)
36. Returnable packaging and products offered in returnable packaging
37. CBD oils

38. Products only permitted to be sold by registered dispensing chemists (pharmacists) and other over-the-counter medicines
39. Products containing lignite (e.g. briquettes made of lignite)
40. Single-use plastic products as defined in Appendix 1 of the EWKFondsG (Single-use Plastics Fund Act), including amongst other items drinks cups, disposable wipes and bal-loons and/or comparable products
41. Products requiring cooling
42. Products requiring professional advice to end customers before they can be ordered
43. Products for which a certificate of competence is required
44. Games and devices containing games and films that have not be tested in accordance with the German motion picture rating system and are not marked with the “USK/FSK” label
45. Products that are no longer available on the open market and are sold as collector’s items
46. Products whose pricing/offer due to special market phases and niches leads to a negative perception of the OTTO Marketplace
47. Postage stamps, tokens, coins, means of payment, medals, precious metals
48. Products subject to the average tax rates for agriculture and forestry businesses per § 24 UStG (Value Added Tax Law)
49. Products that fall under differential taxation per § 25a UStG
50. Products exempt from VAT per § 4 UStG
51. Washing machines, dishwashers, freezers, chest freezers and refrigerators with energy efficiency classes F and G. Furthermore, tumble dryers with energy efficiency classes F and G will not be permitted from 1 July 2026.
52. (Full-body) coverings for minors that reflect fundamentalist/radical religious practices