

# Prohibited Products and Services List

*Last Updated: March 23, 2026*

We are committed to ensuring that all products and services offered on our platform are safe for our users and comply with applicable laws and regulations.

This list is supplementary and forms an integral of [Viber's Business Account Terms](#). By using our Business Services, you acknowledge and agree to comply with this list and all applicable local and international laws and regulations. You are solely responsible for ensuring that all your products and services offered on our platform adhere to these prohibitions. Viber may, at its sole discretion, remove or disable the listing, block or restrict your Business Account, or terminate your access to the Business Services, as part of its content-moderation processes, in accordance with, its legal obligations, Viber's [Terms of Service](#), [Business Account Terms](#) and [Acceptable Use Policy](#). Viber shall have the right, in its sole discretion, to interpret the prohibitions or restrictions contained under this list, and your Business Account's compliance with it. If Viber, at its sole discretion and following a review of your Business Account, deems that your Business Account is compliant with applicable laws or Viber terms, it may permit the offering of certain items or services. However, this does not establish a general right, nor does it create any obligation for Viber to grant such review or permission for anyone currently or in the future. In order to keep the platform safe, Viber may also determine and prohibit any other products or services, even if not explicitly listed herein, if it deems that they are illegal, obscene, inappropriate, misleading or otherwise harmful to users. Any such determination shall not give rise to any claim or liability on the part of Viber. Viber shall have no obligation to provide reasons for its enforcement decisions except to the extent required by applicable law.

The following products or services may not be offered, sold, or promoted by Business Accounts on our platform. The list below is non-exhaustive and Viber reserves the right to update it periodically at its sole discretion, and it is your sole responsibility to review it regularly.

## **1. Weapons, Explosives and Dangerous Items**

- Firearms, combat knives, ammunition, weapon accessories, weapon-like items, instructions or manuals for manufacturing or operating any of the above.
- Explosives, explosive ingredients, firecrackers, pyrotechnics
- Other dangerous products or services that cause damage or harm

## **2. Medicines, Drugs, Medical Products or Services**

- Illegal drugs, narcotics, psychoactive or drug-like substances

- Drug paraphernalia
- Prescription-only medicines, pharmacy-only medicines, over-the-counter medicines, vaccines, unlicensed medical products, medical devices/supplies
- Healthcare, medical services and procedures

### **3. Toxic and Hazardous Substances**

- Asbestos and asbestos-containing products
- Persistent Organic Pollutants (POPs), banned pesticides, toxic chemicals
- Materials containing hazardous substances (e.g., used oil, scrap metal/plastics containing contaminants, fly ash)
- Radioactive materials, devices or services using radioactive sources
- Mercury thermometers and other mercury devices

### **4. Sexual Products or Services, Adult-Related Content**

- Prostitution, solicitation, escort services, sexual massage or other similar sexual services
- Pornography, nudity, sex toys, adult magazines or other sexually explicit goods or services
- Products or services with sexually suggestive or provocative content, or content with an underage or non-consensual sexual premise
- Dating services, matchmaking services, bride and groom services, regardless of whether adult content is involved

### **5. Harms Against Children**

- Child exploitation, child trafficking, child labor
- Child nudity, child pornography or any sexual or disturbing content involving children/minors

### **6. Gambling or Betting**

- Offline or online gambling, gaming, or casino-based activities with real money or prizes, and social casinos
- Lotteries, lottery tickets or services, bingo, poker or similar activities

### **7. Alcohol, Tobacco and Related Products**

- Wine, beer, spirits, liquor or any alcoholic beverages

- Tobacco, cigars, cigarettes, chewing tobacco, heated tobacco products
- Electronic cigarettes/vapes, vaping liquids
- Any related products and services

#### **8. Financial Products and Services**

- Loans, credit cards, insurance, investment and trading services, cryptocurrency
- Currency, money exchange, pyramid schemes, multi-level marketing

#### **9. Hate, Discrimination and Violence**

- Products or services that promote or depict hate, discrimination, harassment, violence, graphic content, gore, terrorism, extremism, crime, self-harm, suicide or anything similar
- Products or services that depict, portray or imply shocking, disgusting, disrespectful, or abusive content, extremely graphic or explicit violent content, or content including profane or improper language
- Products or services that show or promote discrimination (whether direct or indirect) based on race, religious creed, color, national or ethnic origin, beliefs, age, marital status, sex, sexual orientation or practices, veteran status, physical or mental disability, medical condition, financial status, criminal record, name, or any other characteristic.
- Products or services that depict, portray or show content about political or social issues that promotes hate, discrimination or violence

#### **10. Wildlife and Endangered Species**

- Wildlife and wildlife by-products
- Products made from endangered, vulnerable, or threatened species (e.g., elephants, tigers, sharks, whales, dolphins, wild dogs, gorillas, orangutans, bears, rhinoceroses)

#### **11. Human Parts or Remains**

- Organs, bones, blood, body fluids, or any human remains

#### **12. Looted Cultural Goods and Antiquities**

- Artifacts and antiquities without proof of legal origin or permits (e.g. looted art, archaeological artifacts, cultural heritage items from protected sites)

#### **13. Precious Metals and Minerals**

- Jewelry, diamonds, precious metals, precious stones or minerals

- Pawnshops, pawnbrokers, pledge shops

#### **14. Banned Cosmetics**

- Cosmetics that are unsafe, non-compliant with EU Regulation 1223/2009, tested on animals, or contain banned or prohibited ingredients

#### **15. Unsafe Consumer Goods**

- Illegal or harmful toys/childcare articles such as, but not limited to, those with restricted phthalates or heavy metals (e.g. lead, mercury, cadmium) or without valid CE mark
- Unsafe or harmful electrical/electronic devices or those without necessary conformity or safety markings
- Products imitating food (e.g. candles, toys shaped like food)

#### **16. Political**

- Products or services that promote or endorse political parties, candidates, campaigns etc.

#### **17. Counterfeit, Infringing and Fraudulent Goods or Services**

- Counterfeit or fake goods
- Products infringing trademarks, copyrights, design rights, or other intellectual property or proprietary rights
- Replicas or products using a trademark, logo, or brand identical or substantially identical to another company's, with the intent to misrepresent ownership or source
- Products or services making illegal, fraudulent, misleading or deceptive claims such as but not limited to health, medical, or therapeutic claims, financial offers or scams
- Products or services promoting fraud such as but not limited to fake IDs, certificates, documents, or scams
- Products or services portraying or promoting dishonest, deceptive, or misleading content, including false statements or offers, or content promoting dishonest or unfair behavior.

#### **18. Illegal, Unlawful, or Non-Compliant Goods and Services**

- Any goods or services illegal under local or international laws, including items restricted for sale, use, import, or export

- Products failing to meet necessary safety, labeling, or certification requirements
- Any products ordered to be recalled or taken down by any competent authority

**Current Prohibited Products or Services List March 2026**