



FEDEX EXPRESS

FEDEX GROUND



Service Guide

CANADIAN EDITION

┌ EFFECTIVE SEPTEMBER 15, 2003 ┐

This easy-to-reference FedEx Service Guide provides everything you need to know to ship with FedEx.®

When you use a combination of FedEx Express and FedEx Ground services, you can take advantage of FedEx quality and reliability for all your shipping needs – both **TIME-CRITICAL** and **ROUTINE**. You can streamline your shipping by calling one customer service number, visiting one website and using some of the same electronic shipping systems for both Express and Ground shipments.



Welcome to FedEx

FedEx serves the world!

At FedEx we pride ourselves in the attention we pay to every customer. Whether you're shipping within Canada or from Canada to more than 210 countries around the world, FedEx offers a variety of services to meet your specific requirements.

This FedEx Service Guide contains updated information on our latest service options and current list rates. All amendments to this FedEx Service Guide will be posted on our website, fedex.ca. For further information at any time, the following resources are available to provide interactive help 24 hours a day, for all your shipping needs.

fedex.ca

- Handle your shipping directly online
- Track the status of your shipment
- Look up list rates
- Obtain delivery signatures
- Obtain service information and updates
- Complete international documents onscreen

1.800.GoFedEx

- Obtain answers to all your shipping questions
- Check transit times
- Track the status of your shipment
- Request pick ups
- Obtain proof of delivery information

Contents

Easy Shipping Tools	2
Drop Off Convenience.	2
FedEx Station Listing	3
FedEx Shipping Solutions	4

FedEx Express

Overview	9
Canadian Shipping	10
International Shipping	12
Documentation	16
Additional Options	19
FedEx Express Extras.	21
Preparing Your Packages	22

FedEx Ground

Overview	27
Canadian Shipping	29
Shipping to the U.S.	30
Documentation	32
Additional Options	35
FedEx Ground Extras	38
Preparing Your Package	41
Service Schedules	49
Cross Border Distribution Solutions	50
Shipper's Checklist	51

Terms and Conditions of Service*

FedEx Express.	52
FedEx Ground.	78

* For FedEx International Premium™ (IP1) and FedEx® International Express Freight (IXF) Terms and Conditions, please see 'Service Info' on fedex.ca.

Easy Shipping Tools

FedEx is always working to develop better technology to help make shipping easier for you. Whether it's internet shipping, drop off convenience, or help with documentation, FedEx has a solution to meet all of your shipping needs.

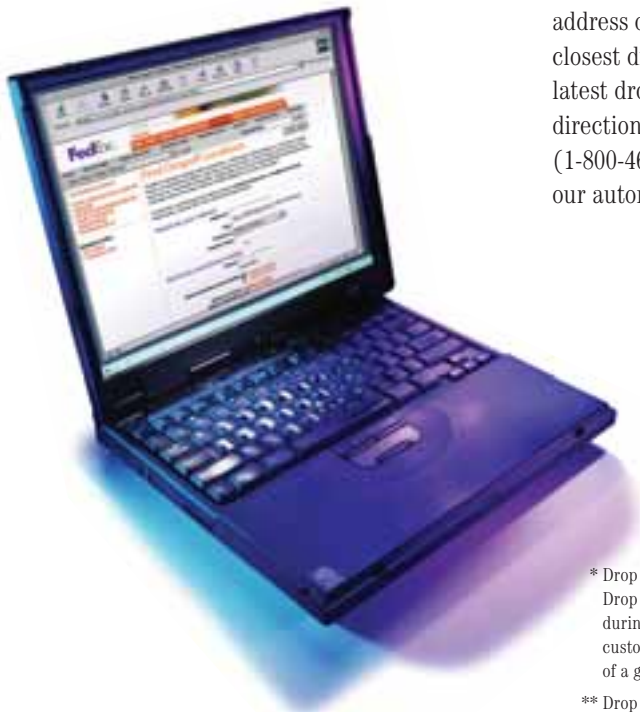
Drop Off Convenience and Savings

FedEx is always nearby with more than 43,000 locations worldwide and over 1,000 locations in Canada for you to drop off your FedEx shipment. Using these convenient locations not only saves you time, but it saves you money. You save \$1 on intra-Canada shipments and \$2 on international shipments from Canada when you drop off your FedEx Express package* at any one of

our conveniently located FedEx Drop Boxes, FedEx World Service Centers or FedEx Authorized ShipCenters.**



To find the nearest drop off location for your FedEx Express or FedEx Ground package, visit us online at fedex.ca and choose 'Locations'. Just by entering your address or phone number, you'll find the closest drop off location, complete with the latest drop off time, a map and driving directions. Or, call 1.800.GoFedEx (1-800-463-3339) and take advantage of our automated drop off locator.



* Drop off discounts only available for certain services. Drop off discounts may not apply in some areas or during extended hours. These discounts apply to customers not already receiving volume discounts of a greater value.

** Drop off not available for certain services.

FedEx Station Listing

Call 1.800.GoFedEx, 24 hours a day, toll-free across Canada, to arrange a pickup or to obtain more information about the services offered at each of our FedEx locations.

CITY	ADDRESS	PROVINCE	POSTAL CODE
Anjou	8001 Pauline Vanier Street	PQ	H1J 2V8
Barrie	783 Bayview Drive	ON	L4M 6E7
Burlington	4243 North Service Road	ON	L7L 4X6
Burnaby	4270 Dawson Street	BC	V5C 4B1
Calgary	660 Palmer Road NE, Unit 2	AB	T2E 7R3
Cambridge	1144 Industrial Road	ON	N3H 4W4
Charlottetown	16 Thomson Drive	PE	C1E 1K3
Dartmouth	20 Payzant Avenue	NS	B3B 1Z6
Dieppe	1785 Champlain Street	NB	E1A 2P5
Don Mills	60 Valleybrook Drive	ON	M3B 2S9
Edmonton	6006 – 87A Street	AB	T6E 5Z4
Edmonton	300 – 9A Avenue, IATA Cargo Terminal Service Road	AB	T5J 2T2
Fredericton	125 Whiting Road	NB	E3B 5Y5
Gloucester	130 Thad Johnson Road	ON	K1V 0X1
Kingston	97 Binnington Court	ON	K7M 8R7
London	461 Exeter Road	ON	N6E 2Z3
Mirabel	12005 Cargo A3, Building C, Suite 100	PQ	J7N 1H2
Mississauga	1450 Caterpillar Road	ON	L4X 2Y1
Mississauga	Toronto Airport Complex, 6895 Bramalea Road	ON	L5S 1Z7
Montreal	1 Place Ville Marie, Suite 11027	PQ	H3B 3W7
Nepean	26 Auriga Drive	ON	K2E 8B7
Quebec City	5205 Rideau Street	PQ	G2E 5H5
Regina	2520 Airport Road, Suite 1	SK	S4W 1A3
Richmond	3151 Aylmer Road	BC	V7B 1L5
St. Catharines	495 Eastchester Avenue	ON	L2M 6S2
St. John	320 Grandview Avenue	NB	E2J 4C5
St. John's	18 Mews Place	NF	A1B 4M3
St. Laurent	4041 Sere Street	PQ	H4T 2A3
Saskatoon	242 Cardinal Crescent	SK	S7L 6H8
Scarborough	80 Nugget Avenue	ON	M1S 3A7
Sidney	1541A Kittyhawk Road, Royal Pacific Air Building	BC	V8L 5V5
Sudbury	868 Falconbridge Road	ON	P3A 5K7
Thunder Bay	305 Hector Dougall Way	ON	P7E 6M5
Toronto	215 Lakeshore Boulevard East	ON	M5A 1E7
Truro	196 Lower Truro Road	NS	B2N 5A9
Vancouver	820 Burrard Street	BC	V6Z 1X9
Windsor	3505 Rhodes Drive	ON	N8W 5B3
Winnipeg	1950 Sargent Avenue	MB	R3H 1C8

FedEx Shipping Solutions

At **fedex.ca** you can access convenient shipping applications and take advantage of FedEx technology to simplify shipment processing.

fedex.ca



Ship:

Print shipping labels right from the web. See the Automated Shipping Solutions section for more details.

Rate Finder:

Easily determine list rates for any of the reliable FedEx delivery services you choose.

Track:

Track up to 25 air waybills at one time and e-mail the tracking results to one or more recipients.

Signature Proof:

View the recipient's signature online or have the proof of delivery faxed to you.





Locations

Pickup

International Tools

Locations:

Pinpoint the closest FedEx drop off location, complete with the latest drop off time, a map and driving directions.

Pickup:

Instantly schedule a courier to pick up your package by entering your account number, postal code and details about your shipment.

The web site also offers detailed service information to help you determine which FedEx® service suits your shipping requirements and a step-by-step Shipping Guide.

International Tools:

Use FedEx® International Document Assistance to easily find and prepare the most commonly used export forms.

Supplies:

Order all of your FedEx shipping supplies online.

My FedEx:

Create your own personalized FedEx home page to help you manage your shipping, complete with automatic package status updates.

Fedex Automated Shipping Solutions

FedEx Ship Manager at fedex.ca™

This interactive shipping solution allows you to save time and manage your shipping right from the fedex.ca web site. With step-by-step instructions for shipping to over 210 countries, you can:

- print shipping labels from your laser or inkjet printer
- create a customized address book for frequent recipients
- create Fast Ship Profiles to save time when you send the same shipment to the same recipient
- send shipment notification and delivery notification via email
- schedule courier pickups electronically
- get a courtesy rate quote on your shipment
- track shipments and obtain signature proof of delivery from your shipping history log
- create and print customized reports on your shipping activity

Go to fedex.ca, click on 'Ship' and register to manage all of your shipping online.

FedEx Ship Manager™

FedEx Ship Manager is an electronic shipping system that automates your entire shipping process with a dedicated computer hardware/software system. FedEx Ship Manager is designed for high-volume shippers and allows you to easily process a large number of shipments with increased efficiency, helps to reduce errors, eliminate paper work and more. FedEx provides all the hardware, software and peripherals you need, plus training and maintenance – all at no extra charge!

For more information about FedEx Ship Manager, call your FedEx Account Executive or 1.800.GoFedEx.



FedEx Ship Manager Server™

If you are a shipper with high volume shipments, you can benefit from high-speed shipping transactions, fully customized shipping functions, and superior reliability by using FedEx Ship Manager Server, part of the FedEx Ship Manager suite of shipping solutions. This complete hardware and software system provides a dedicated connection to FedEx, plus it can be easily integrated across multiple locations into your company's order centres, shipping docks and other existing business systems.

For more information about FedEx Ship Manager Server, call your FedEx Account Executive or 1.800.GoFedEx.



FedEx® International Document Assistance

This convenient tool on fedex.ca provides you with a faster way to complete international paperwork. FedEx International Document Assistance assists you in choosing the appropriate paperwork and filling it out correctly, in turn, helping you avoid customs delays. You can print out blank forms or complete them directly online. By clicking 'International Tools' on the fedex.ca homepage you can access the most commonly used export documents.



FedEx Express: An Overview

Welcome to FedEx Express, the leader in reliable shipping between world markets.

FedEx Express offers reliable, time-definite delivery of your urgent shipments across Canada and around the world, all backed by our money-back guarantee.* Your shipments are transported worldwide by the industry's largest fleet of wide-body aircraft. FedEx Express covers more than 99% of the world's express and airfreight market. The advanced FedEx information system lets you track the status of your shipments either at fedex.ca, via your electronic shipping tools, or by calling FedEx Customer Service at 1.800.GoFedEx (1-800-463-3339).

FEDEX EXPRESS SERVICES	DESTINATION	FEATURE
FedEx Next Flight™	Canada	Fastest possible delivery – within hours*
FedEx First Overnight®	Canada	Next business day delivery by 9 a.m.*
FedEx® Priority Overnight	Canada	Next business day delivery by 10:30 a.m.*
FedEx International Next Flight™	International	Fastest possible delivery – within hours*
FedEx International First®	U.S./ Europe	Next business day delivery by 8 a.m.* Second business day delivery by 8 a.m.*
FedEx® International Priority	International	Next business day delivery by 10:30 a.m.*
FedEx® 10kg Box / FedEx® 25kg Box	International	Economical flat rate pricing
FedEx International Premium™ (IP1)	International	Freight shipments 150 – 2,200 pounds (68 – 997 kg)
FedEx® International Priority Freight	International	Freight exceeding 150 pounds (68 kg)
FedEx® International Economy	U.S.	Economical pricing, 2-day service*
FedEx® International Express Freight	International	Four service options for delivery of virtually any size and weight
FedEx® International Priority DirectDistribution	International	Bulk shipments to multiple destinations
FedEx International Priority DirectDistribution Freight™	U.S.	Bulk shipments exceeding 150 pounds (68 kg) to multiple destinations.

Weight limits for most services within Canada and to the U.S. are 150 pounds (68 kg) unless otherwise noted. Limits vary by country for international shipments. Call 1.800.GoFedEx for more information.

* Some restrictions apply. See FedEx Express Terms and Conditions section for details.

Canadian Shipping

From coast to coast, FedEx delivers to all addresses in Canada, backed by a money-back guarantee.*

FedEx Next Flight™

FedEx Next Flight service is an expedited delivery service available within Canada, providing the fastest possible delivery of shipments by FedEx, 24 hours a day, 7 days a week, 365 days a year, including holidays. Delivery times will vary depending on availability.

Weight limit of 2,200 pounds (997 kg) per package. Size restriction per package of 48" (120 cm) in width, 48" (120 cm) in length and 70" (178 cm) in height. Shipments may consist of more than one package. Commodity and IATA restrictions may apply. Dangerous Goods are not acceptable. Call 1.800.GoFedEx for further details and specialized air waybill and rates information.

FedEx First Overnight®

Monday to Friday, door-to-door delivery to most major Canadian centres by 9 a.m. the next business day, or your money back.* Simply call 1.800.GoFedEx or use the FedEx Rate Finder at fedex.ca to be sure FedEx First Overnight is available to your destination.

FedEx® Priority Overnight

Delivery to major metropolitan areas by 10:30 a.m. the next business day, or your money back.* Call 1.800.GoFedEx to obtain service commitments for your shipment.

Packages cannot be delivered to P.O. boxes. However, if a recipient phone number is included on the air waybill, shipments addressed to Canadian P.O. boxes are accepted by FedEx.

Weight Limits

Each FedEx First Overnight/FedEx Priority Overnight package can weigh up to 150 pounds (68 kg), with unlimited combined weight on multiple-piece shipments. Size can be up to 108" (274.32 cm) in length or 130" (330.2 cm) in length and girth combined per package.

* Some restrictions apply. See FedEx Express Terms and Conditions section for details.



FedEx® Intra-Canada Air Waybill



The image shows a FedEx Intra-Canada Air Waybill form. The form is divided into several sections, each marked with a number in a blue circle. Section 1 is at the top left, followed by sections 2 through 6 on the left side. Sections 7 through 10 are on the right side. A large 'A' in a blue circle is located at the bottom right, pointing to the tracking number field. The tracking number is 8362 4363 3722 0450. The form includes fields for sender and recipient information, service type, packaging, and special handling instructions. The FedEx logo is visible at the top left of the form.

Section 1: Sender information, including FedEx account number. (If you don't have a FedEx account number, call 1.800.GoFedEx.)

Section 2: Internal numbers or codes you need for reference.

Section 3: Recipient's correct name and address (including postal code) and phone number.

Section 4: Number of packages, total weight, DIM weight if applicable and Declared Value for Carriage of your entire shipment.

Section 5: Type of service you require.

Section 6: Type of packaging for your shipment.

Section 7: Check the appropriate box to request Saturday delivery or pick up, or to indicate Dangerous Goods. (Dangerous Goods are not accepted at Drop Boxes.) Call 1.800.GoFedEx for further details.

Section 8: If you select "Recipient" or "Third Party," we'll need the account number of the party to be billed. If billing to a credit card, please include the card's expiry date.

Section 9: If you want us to deliver your shipment even if no one is there to sign for it, you must sign your name in this section. (Proof of delivery cannot be provided in this case.)

Section 10: Don't forget to sign and date your air waybill.

A Tracking Number: This is your package tracking number, which also appears on your receipt copy. Attach one label to your package. Retain the shipper's copy of the air waybill for your records.

Save time by using automated on-line shipping tools at fedex.ca.

International Shipping



FedEx serves the world, providing a variety of delivery options to over 210 countries and major business centres worldwide. Our outstanding tracking capabilities and advanced technology allow us to maintain control of your international shipment throughout its journey.

FedEx International Next Flight™

- Expedited delivery service providing the fastest possible delivery of shipments by FedEx, 24 hours a day, 7 days a week, 365 days a year, including holidays. Delivery times will vary depending on availability.
- Available to major cities in over 210 countries.
- Weight limit of 2,200 pounds (997 kg) per package. Size restriction per package of 48" (120 cm) in width, 48" (120 cm) in length and 70" (178 cm) in height. Shipments may consist of more than one package. Commodity and IATA restrictions may apply.
- Customs clearance included. Customs documentation requirements vary by commodity and destination.
- Dangerous Goods are not acceptable.
- Call 1.800.GoFedEx for further details and specialized air waybill and rates information.

FedEx International First®

- Door-to-door, customs-cleared service from most major centres in Canada, backed by our money-back guarantee.*
- Delivery by 8 a.m. the next business day to most major U.S. locations.*
- Delivery by 8 a.m. the second business day to many major European centres.*
- Each piece can weigh up to 150 pounds (68 kg) with unlimited overall shipment weight.
- Call 1.800.GoFedEx for destinations served.

FedEx® International Priority

- Door-to-door, fast, customs-cleared delivery with time-definite delivery commitments to more than 210 countries.*
- Delivery to the U.S. by 10:30 a.m. the following business day, or your money back.*
- If your shipment arrives even 60 seconds late on our FedEx International Priority service, you're eligible for a full refund or credit of your transportation charges.*
- Each piece can weigh up to 150 pounds (68 kg) when shipping to the United States, with unlimited overall shipment weight. (Shipment weights vary to other countries; for details, call 1.800.GoFedEx.)
- FedEx® International Broker Select permits you to designate your own customs broker for clearance at the destination.*

FedEx® 10kg Box and FedEx® 25kg Box

- Combines competitive flat-rate pricing with our exceptional FedEx® International Priority service and a super-convenient, all-you-need packaging kit.

- Use FedEx® 10kg Box for your shipments of up to 10 kg (22 lbs).
- Use FedEx® 25kg Box for your shipments of up to 25 kg (55 lbs).
- Door-to-door, time-definite express delivery anywhere in the world served by FedEx International Priority service.

FedEx International Premium™ (IP1)

- Time-definite, high priority, confirmed space, airport-to-airport, heavyweight delivery service, backed by a money-back guarantee.** Delivery times will vary depending on availability.
- Available from Canada to the U.S and select destinations worldwide.
- Customs clearance is handled by your own broker.
- Weight limit of 2,200 pounds (997 kg) per package, with unlimited shipment weight. Size restrictions per package of 119" (302 cm) in length, 70" (178 cm) in width and 70" (178 cm) in height.
- Dangerous Goods will be accepted. Commodity and IATA restrictions may apply.
- Call 1.800.GoFedEx for further details.



* Some restrictions apply. See FedEx Express Terms and Conditions section for details.

** Some restrictions apply. See IPI/IXF Terms and Conditions at fedex.ca for details.

FedEx® International Priority Freight

- Customs-cleared, time-definite delivery for pieces from 150 pounds (68 kg) to 2,200 pounds (997 kg).*
- Pick up and delivery provided from many points in the FedEx network with the same tracking capabilities and money-back guarantee as FedEx International Priority service.*
- One to three business day delivery to most locations.*
- For information, please contact your FedEx Account Executive or call 1.800.GoFedEx.

FedEx® International Economy

- Door-to-door, customs-cleared value service for box shipments from all points in Canada to all points in the U.S. (except Puerto Rico), Monday through Friday.
- Delivery by 4:30 p.m. on second business day, or your money back.*
- Unlimited total shipment weight, individual pieces can weigh up to 150 pounds (68 kg).
- FedEx® International Broker Select allows you to designate your own customs broker for clearance at the destination.*



FedEx® International Express Freight

- Time-definite, airport-to-airport delivery typically in one, two or three business days to the United States, Asia, Europe, Australia, the Middle East and Latin America.**
- Use in conjunction with a freight forwarder, broker or agent, or tender shipment to FedEx. Space on every flight leg is booked and confirmed in advance.**
- Shipments of virtually any size or weight (pieces larger than 54" x 54" x 78" [137 cm x 137 cm x 198 cm] require advance approval).
- Contact your FedEx Account Executive for details.

FedEx® International Priority DirectDistribution

- Customs cleared, door-to-door delivery of bulk shipments of the same commodity:
 - Destined to multiple recipients in the same country; or
 - Destined to multiple recipients in multiple countries through a single point of clearance.†
- Delivery in 2-4 business days.*
- Same size and weight restrictions as FedEx® International Priority.
- Worldwide shipment-status tracking and Proof of Delivery capabilities through FedEx information systems.
- Hold-at-location delivery option available.
- Prior arrangements must be made. Please contact your FedEx Account Executive for further details.

FedEx International Priority DirectDistribution Freight

- Customs cleared, door-to-door delivery of bulk shipments of the same commodity for pieces exceeding 150 pounds (68kg) destined to multiple recipients in the U.S.
- Delivery in 2-4 business days.*
- Same size and weight restrictions as FedEx® International Priority Freight.
- Piece Count Verification and Appointment Delivery available.††
- Worldwide shipment-status tracking and Proof of Delivery capabilities through FedEx information systems.
- Hold-at-location delivery option available.
- All pieces must be skidded, stackable, and either banded or shrink-wrapped.
- Prior arrangements must be made. Please contact your FedEx Account Executive for further details.

FedEx covers more than 99% of the world's express and airfreight market. See the FedEx Rate Guide for a list of countries served along with their appropriate rate codes.

* Some restrictions apply. See FedEx Express Terms and Conditions section for details.

** Some restrictions apply. See IP1/IXF Terms and Conditions at fedex.ca for details.

† Some restrictions apply. Single Point of Clearance available only to certain areas. Additional delivery time may apply. Consult your FedEx Account Executive for further details.

†† A surcharge applies to these options. The Money-Back Guarantee is not available with these options.

Documentation

The following provides information on the most important documents required for shipping worldwide. Depending on where your international shipments are going, additional documentation may be required. To confirm what paperwork you may need or if you require assistance, please call 1.800.GoFedEx.

FedEx International Air Waybill

The image shows a FedEx International Air Waybill form. The form is titled "FedEx International Air Waybill" and "Lettre de transport aérien internationale". It contains various fields for sender and recipient information, package details, and shipping instructions. The form is annotated with numbered callouts (1-9) and letters (A, 8a, 8b) pointing to specific sections. Callout 1 points to the sender's name and address. Callout 2 points to the sender's phone number. Callout 3 points to the sender's fax number. Callout 4 points to the sender's email address. Callout 5 points to the recipient's name and address. Callout 6 points to the recipient's phone number. Callout 7 points to the recipient's fax number. Callout 8a points to the recipient's email address. Callout 8b points to the recipient's company name. Callout 9 points to the recipient's city and country. Callout A points to the tracking number (8343 9068 1279) and the barcode. Callout A also points to the "Sender's Copy" section on the right side of the form.

By using any of our automated shipping solutions (see p. 6-7), you can save time by eliminating the need to complete air waybills by hand.

Section 1: Sender information, including your FedEx account number.

Section 2: Internal numbers or codes you need for reference.

Section 3: Please include the recipient's phone number, along with other accurate information. In some cases the recipient's tax I.D. number is required for customs purposes.

Section 4: This section does not replace a commercial invoice, when one is required, but it must be filled out completely and accurately including a detailed description of the goods.

A customs value and description must be completed for all shipments with no exceptions. The "Total Declared Value for Carriage" must not exceed the "Total Declared Value for Customs." The "Total Declared Value for Customs" (the selling or replacement price of the shipment's contents) must be the same as the value declared on the commercial invoice.

If a Canada Export Declaration (B13A) is required, please check the appropriate box and provide the required I.D. number. Call 1.800.GoFedEx if you are unsure if a B13A form is required for your shipment.

Section 5: Type of service you require. Not all options available to all destinations.

Section 6: Type of packaging.

Section 7: Check the boxes that apply to your shipment. (Not all options available to all destinations.)

Section 8a: If you select "Recipient" or "Third Party," please include the FedEx account number of the party to be billed. If billing to a credit card, include the card's expiry date.

Section 8b: Include the FedEx account number of the party to be billed for customs charges. (If recipient or third party fails to pay, the sender is responsible.)

Section 9: Sign and date your air waybill.

A Tracking Number: This is your package tracking number, which also appears on your receipt copy. Attach one label to your package. Retain the shipper's copy of the air waybill for your records.

Use the **FedEx Expanded Service International Air Waybill** for express package and freight services, Dangerous Goods and the FedEx® International Broker Select option.

For your convenience, FedEx offers preprinted air waybills to save you time. Just call us at 1.800.GoFedEx to order your supply at no charge. Or, complete all necessary documentation on-line at fedex.ca.

Commercial Invoice

The commercial invoice is the most common document required for international shipments. It is the official transaction record between an exporter and an importer and customs officials rely on it to clear shipments across international borders.

- Required for non-document international shipments. This varies by country, size, weight, quantity and value; call 1.800.GoFedEx for details.
- Three copies of the commercial invoice are usually required. Call 1.800.GoFedEx for details.
- Your own corporate invoice form is preferred provided it contains the information detailed and shown in the sample.
- FedEx can also provide a form which can be copied on your letterhead.

Visit FedEx® International Document Assistance at fedex.ca for easy to follow instructions for completing common customs documentation.

Export Declaration (B13A)

All exporters are required by the Canada Customs and Revenue Agency (CCRA) to complete and submit an Export Declaration (B13A) for goods that are valued at or above \$2,000.00 CAD, destined to any country, other than the United States, Puerto Rico and the U.S. Virgin Islands. An Export Permit is also required for controlled, prohibited and regulated goods destined to various countries.

In order to ensure that your shipments are not delayed, please comply with the B13A regulation. The filing of these important documents prior to export is the sole responsibility of the shipper, as are the heavy fines for non-compliance.

For more information on the CCRA and export regulations, please call 1-800-461-9999. Should you have any further questions, please call us at 1.800.GoFedEx.

Additional Options

In response to customer needs, FedEx Express offers additional service options to make shipping more convenient for you.

FedEx® International Broker Select

- Customs clearance is included with every FedEx Express international shipment, but if you have a broker you know and like, simply specify that party on the expanded service international air waybill.*
- FedEx will tender your shipment to your broker and, at your request, resume the delivery to the final destination.
- Available to more than 120 countries.
- For added flexibility, you may list an unlimited number of commodities per air waybill.



Dangerous Goods Service**

- FedEx is one of the largest carriers of Dangerous Goods worldwide.
- Please note that Saturday service for Dangerous Goods is available only at certain locations.
- Dangerous Goods cannot be left in a Drop Box.
- To find out about special handling and requirements for Dangerous Goods, call 1.800.GoFedEx.

Saturday Service**

- Saturday service is available in many cities around the world and in most major cities in Canada.
- Most Drop Boxes are not serviced on Saturdays.



* Some restrictions apply. See FedEx Express Terms and Conditions section or call 1.800.GoFedEx for further information.

** Please note that a surcharge applies to all Dangerous Goods and Saturday service shipments. See details and restrictions in the FedEx Express Terms and Conditions section. Call 1.800.GoFedEx for further information.

Ancillary Services

In addition to the customs clearance that is included at no extra charge with our FedEx Express international services, the following ancillary services have been designed to provide you with superior customs solutions and processing efficiencies by speeding up clearance time and reducing delivery time. These services will appear on your Duties and Taxes invoice. For surcharge details on these extra options, please refer to the current FedEx Rate Guide. For any questions regarding these ancillary services, please call 1.800.GoFedEx.

Account Security Processing

You can obtain an account security number from the Canada Customs and Revenue Agency (CCRA). This will develop a direct billing and payment relationship with CCRA for duties and taxes and enable them to send a summary outlining duties and taxes directly to the importer of record.

Business Registration Number Application

A business registration number is required in order to import into Canada and is obtained from the CCRA for the purpose of business identification. Upon request, FedEx will obtain the business registration number on behalf of new importers.

Low Value Entry Exceptions

Low value shipments (LVS) are valued under \$1,600.00 CAD. Under CCRA regulations, low value shipments are automatically released. However, a formal customs release may be requested for a low value shipment prior to delivery.

Low Value Document Exceptions

This will provide the importer with an audit and archive of information related to the shipment. A fee will be applied to all requests for copies of back-up documents for low value shipments.

Additional Lines of Classification

FedEx customs clearance is included at no extra charge with FedEx Express international services for shipments having up to ten (10) harmonized tariff classification lines. A fee will be assessed on shipments processed through customs clearance that require more than ten harmonized tariff classification lines per entry to clear the goods.

Government Agency Processing Service

A fee will be charged for information forwarded in paper format to any government agency other than the CCRA when FedEx is the designated broker. This fee will not apply if/when FedEx has internal system outages.

FedEx Express Extras

FedEx is pleased to provide our customers with the following services all at no extra charge.

Worldwide Money-Back Guarantee

Our worldwide delivery commitments are backed by our money-back guarantee. If your shipment is overdue by as little as 60 seconds, you're entitled to a full refund or credit of transportation charges.*

Package Tracking

We're the pioneer in real-time tracking and we're constantly updating our system to stay on the leading edge of technology. We monitor your shipment throughout its journey, or you can track it yourself online.

We're so confident in our tracking system that, in addition to our money-back guarantee, we also offer a package status guarantee – if we can't give you detailed information about the status of your shipment within Canada or to the U.S. within 30 minutes of your call, you can request a full refund or credit of transportation charges.*

To determine the status of your shipment, simply call us at 1.800.GoFedEx or visit us at fedex.ca.

Same Day Proof of Delivery

Proof of delivery information – the date and time your shipment was delivered and the name of the person who signed for it – is automatically included with your invoice at no extra charge. Or simply call 1.800.GoFedEx for confirmation by phone. We can also provide you with a faxed version within 24 hours of your call.

Customs Clearance

Our fully automated customs clearance system provides for rapid, accurate processing of your international shipments. Electronic transmission enables us to start the clearance process as soon as your package leaves the ground. This means faster, simpler and more reliable international shipping for you.

Invoicing

FedEx Express offers various invoicing options – bill sender, bill recipient or bill third party. Detailed information including proof of delivery, sender reference, type of service used and more appears on your invoice.

* Some restrictions apply. See FedEx Express Terms and Conditions section for details.

Preparing Your Packages



For your convenience, FedEx Express offers you tested-tough packaging in a range of sizes at no charge. To order any of these supplies, call 1.800.GoFedEx or order online at fedex.ca.

FedEx packaging can only be used for FedEx Express shipments. For information on packaging FedEx Ground shipments, see the FedEx Ground Services section of this Guide.

FedEx® Envelope

A convenient option for shipping most documents.

- 9.25" x 12.25" (23.48 cm x 31.10 cm).
- Holds up to 30 unfolded 8.5" x 11" pages.
- Total weight (including contents, air waybill and envelope itself) should not exceed 0.5 pound or 8 ounces (227 grams). If it exceeds this, the next highest per-pound rate applies.
- Maximum value that may be declared for carriage: \$100 CAD.

FedEx® Pak

For items too large or too heavy for a FedEx Envelope.

- 11.9" x 15.25" (30.21 cm x 38.71 cm).
- Ideal for documents up to 2.2 pounds (1 kg).
- Maximum value that may be declared for carriage: \$100 CAD.

FedEx Padded Pak

Oversize tear- and water-resistant envelope that provides padded protection for larger or heavier documents.

- 11.9" x 15.25" (30.21 cm x 38.71 cm)
- Maximum value that may be declared for carriage: \$100 CAD.

Small FedEx® Box

Slender, self-assembling box – perfect for a reel of magnetic tape, a manuscript or thicker documents.

- 12.25" x 10.9" x 1.4" (31.10 cm x 27.67 cm x 3.56 cm).

Medium FedEx® Box

Self-sealing box for binders and larger documents.

- 13.4" x 11.5" x 2.4" (34.01 cm x 29.19 cm x 6.10 cm).

Large FedEx® Box

Self-sealing box for side-by-side paper stacks, computer printouts, reports, small parts, etc.

- 17.5" x 12.5" x 3.25" (44.42 cm x 31.5 cm x 8.0 cm).

FedEx® 10kg Box

Sturdy, two-ply corrugated cardboard for flat-rate international shipments up to 10 kg (22 lbs). Provided to you complete with a FedEx international air waybill, pouch, commercial invoice and instruction booklet.

- 16" x 13" x 10" (40.64 cm x 33.02 cm x 25.40 cm).

FedEx® 25kg Box

Sturdy, two-ply corrugated cardboard for flat-rate international shipments up to 25 kg (55 lbs.). Provided to you complete with a FedEx international air waybill, pouch, commercial invoice and instruction booklet.

- 20" x 16.75" x 13" (50.80 cm x 42.54 cm x 33.02 cm).

FedEx® Tube

Self-sealing, triangular package for plans, posters, photos, blueprints, charts, fabric samples, and more.

- 38" x 6" x 6" x 6" (96.52 cm x 15.24 cm x 15.24 cm x 15.24 cm).

FedEx® Clinical Pak

A clear, plastic overwrap for non-infectious diagnostic specimen shipments smaller than

- 7" x 4" x 2" (17.78 cm x 10.16 cm x 5.08 cm).
- Specimen must be in an approved inner package before being placed in the FedEx® Clinical Pak. Ask your FedEx Account Executive for further details.
- Do not use any other FedEx packaging for diagnostic specimens.

Other specialized packaging may be available for certain shipment commodities (eg. – computer equipment). Please contact your FedEx Account Executive or call 1.800.GoFedEx for more information.



Packaging Tips

- Do not ship cash, currency, or other prohibited items.*
- Do not ship hazardous materials or Dangerous Goods in FedEx packaging.
- Do not ship high value items, glass, fragile items or Dangerous Goods in a FedEx Envelope or FedEx® Pak.
- Small, valuable items should be shipped as a package inside a package. If shipping items of high intrinsic value, call us for 'details and restrictions.
- The maximum declared value for carriage for items such as artwork, jewellery, or precious metals is limited to \$500 CAD.

Declared value is not insurance! Purchase special insurance from your insurance company when shipping high value items. We do not sell insurance.

If you have a packaging challenge, the FedEx Packaging Design and Development team offers services to test your packaging and provide ideas to improve it if necessary. Just ask your FedEx Account Executive for more information.

Here are a few tips to help you ship safely through our system:

- Do not exceed the weight specification of the carton you're using.
- Seal packages securely with 2" (5.08 cm) wide, pressure-sensitive, plastic tape. Do not use cellophane tape, masking tape, water-activated tape, wrapping paper, string, or rope. (We reserve the right to refuse packages wrapped in paper, or with string or rope.)
- Use fillers for inside protection. Do not ship items loose in cartons. Wrap each item individually with cushioning material, and centre it in the carton, away from other items and from the sides, top, and bottom of the carton.
- Diagnostic specimens have special shipping regulations. For more information call 1.800.GoFedEx.
- Perishables acceptable for transport by FedEx should be packaged to withstand a minimum of 36 hours transit time. A special waiver may be required to be signed by the shipper to ship perishable goods. Please contact Customer Service at 1.800.GoFedEx for further information.

* See the FedEx Express Terms and Conditions section for a list of prohibited items.

Addressing and Labeling

- Remove old shipping labels.
- Place address labels on two sides of the package, and put another inside the package.
- Always include the postal or zip code and phone number of the recipient on the air waybill.
- FedEx cannot assure compliance with orientation markings, such as “Up” arrows or “This End Up” instructions.
- Any item that cannot be packed in a carton (auto tail pipes, mufflers, etc.) should have the address label secured by pressure-sensitive tape wrapped completely around the object, or use a tie-on air waybill pouch. Call 1.800.GoFedEx to order the tie-on air waybill pouch.

Sizes and Weights

Please be sure your packages conform to our size and weight restrictions.

- The minimum recommended package size is 7" x 4" x 2" (17.78 cm x 10.16 cm x 5.08 cm).

For Shipments Within Canada or to the United States:

- Up to 150 pounds (68 kg) per package.
- 108" (274.32 cm) in length or 130" (330.2 cm) in length and girth combined per package.
- Packages exceeding these measurements are considered freight service shipments and require special arrangements. Please call 1.800.GoFedEx or ask your FedEx Account Executive for details.

For International Shipments:

- Restrictions vary depending on destination. Call 1.800.GoFedEx for specific information.



Welcome to FedEx Ground

one of North America's largest ground couriers.

FEDEX GROUND SERVICE	DESTINATION	FEATURE
FedEx Ground	Canada	Overnight to seven business days*
FedEx Ground Multiweight	Canada	Consolidates multiple piece shipments to a single destination
FedEx International Ground	U.S. (including Alaska and Hawaii)	Two to seven business days*
FedEx International Ground Multiweight	U.S.	Consolidates multiple piece shipments to a single destination
FedEx Ground Distribution	U.S. (including Alaska and Hawaii)	For high volume shipments

Whether you ship 10 packages a day or 10,000 within Canada, to the United States, or both, FedEx Ground offers reliable ground service made possible by state-of-the-art package routing and sorting technology coupled with an entrepreneurial delivery force.

* Some restrictions apply. See FedEx Ground Terms and Conditions section for details.



FedEx Ground: An Overview

The FedEx Ground network provides dependable delivery of your routine shipments to every business address in Canada and the U.S.

- Transit times vary according to destination and typically range from overnight to seven business days.*
- Delivery is typically by end of business day.
- Service is Monday through Friday. Please use FedEx Express services for weekend deliveries.
- FedEx Ground accepts packages weighing up to 150 lbs. (68 kg) and with a combined length and girth of no more than 130" (330 cm).*
- Shipments are easy to prepare using a bar code/address label applied directly to the package. No waybills or bills of lading to complete.
- Use your own boxes to ship. We do not provide packaging, and there is no special "FedEx Ground" packaging.
- Several electronic shipping tools help you streamline package preparation.
- FedEx Ground customers can request next-day pick up by calling 1.800.GoFedEx.
- If you have infrequent ground packages, you may drop your domestic package off at select FedEx World Service Centers® without having your own FedEx Ground account number. Call 1.800.GoFedEx or go to 'Locations' at fedex.ca to find the closest location that accepts FedEx Ground shipments.
- Many value-added services are automatically included with your FedEx Ground shipments. See page 38 for more information on these many "FedEx Extras".



To start shipping with
FedEx Ground, just call
1.800.GoFedEx
(1-800-463-3339).

* Some restrictions apply. Call 1.800.GoFedEx or ask your FedEx Account Executive for details.

FedEx Ground is a great choice for consistent, routine delivery of your packages across Canada.

This chart shows some examples of transit times across Canada to and from various cities. Transit times are shown in business days. Call 1.800.GoFedEx for further information on your specific origin and destination.

ORIGIN	DESTINATION											
	Halifax	Moncton	Quebec City	Montreal	Ottawa	Toronto	Winnipeg	Regina	Saskatoon	Calgary	Edmonton	Vancouver
Moncton	1	1	2	2	2	2	4	5	5	5	5	6
Quebec City	3	2	1	1	1	2	4	5	5	5	5	6
Montreal	3	2	1	1	1	1	4	5	5	5	5	6
Ottawa	3	2	1	1	1	1	3	4	4	4	4	5
Toronto	3	2	2	1	1	1	3	4	4	4	4	5
Winnipeg	6	5	4	3	3	3	1	2	2	2	2	3
Calgary	7	6	5	5	4	4	2	2	2	1	1	2
Edmonton	7	6	5	5	4	4	2	2	2	1	1	2
Vancouver	7	6	6	6	5	5	3	3	3	2	2	1





FedEx Ground Service within Canada

From coast to coast, FedEx Ground delivers packages to every business address in Canada. With competitive rates and transit times, FedEx Ground delivery service provides you with dependable, on-time delivery.

FedEx Ground

- Transit times vary according to destination and typically range from overnight to seven business days from coast-to-coast.*
- Packages can weigh up to 150 pounds (68 kg) and have a combined length and girth of no more than 130" (330 cm).**
- To complement our domestic ground service, a wide variety of specialty service options – including FedEx Ground Multiweight for domestic shipments – are available to help improve your shipping, billing, and customer service operations.
- Thanks to the FedEx Ground bar code label, there are no bills of lading or waybills to complete or attach to each shipment. And with no weighing or rating, you'll save time on package preparation.

* Some restrictions apply. Call 1.800.GoFedEx or ask your FedEx Account Executive for details.

** Packages that exceed 130" (330 cm) in length plus girth or 150 pounds (68 kg) will not be accepted.

FedEx Ground Multiweight

This cost-saving service is ideal for shippers who have many packages going to the same destination within Canada on the same day. Multiweight lets shippers combine packages destined for a single consignee into one shipment. With Multiweight, FedEx Ground prices your packages individually and as one entire shipment – and charges you the lower of the two. To qualify for Multiweight, the combined shipment weight must be at least 40 pounds (18 kg). Average package weight must be at least 15 pounds (7 kg) and each package must have a combined length and girth of no more than 130" (330 cm).

FedEx Ground benefits include:

- No bills of lading or air waybills.
- No shipment staging or extra paperwork.
- No need to shrinkwrap or palletize shipments.
- No weighing or rating.
- Inside delivery and up to three delivery attempts at no extra charge.

Remember, there is no Saturday service for FedEx Ground. Please use FedEx Express service for Saturday deliveries.



FedEx Ground Service to the U.S.

FedEx Ground offers direct ground service to the U.S. Delivering to 100 percent of businesses throughout the United States, FedEx Ground can help you deliver your goods in a timely, cost-effective manner.

FedEx International Ground

In addition to providing shippers with reliable ground delivery services, FedEx works hand-in-hand with companies to develop smart distribution strategies – keeping customers and bottom lines in mind. With a high-volume distribution service and an efficient package returns program, all of FedEx Ground's specialized services ensure that your packages cross the border as easily as they cross the country.

- Available for 100 percent of businesses in the continental United States, packages can be delivered within two to seven business days.
- FedEx Ground now also offers service from Canada to Alaska and Hawaii.
- Packages can weigh up to 150 pounds (68 kg) and have a combined length and girth of no more than 130" (330 cm).*

- Customs clearance is not included. If you don't have a broker to specify for customs clearance, FedEx Ground can recommend one. Call 1.800.GoFedEx.

Many specialty service options are available to help improve your shipping, billing, and customer service operations. Please see page 35 for more information.

No matter which service you select, you'll receive:

- Door-to-door delivery.
- No waybills to prepare, thanks to the FedEx Ground bar code label.
- Reduced package preparation with the elimination of weighing and rating.
- Unique shipping services including an efficient returns program.

* Packages that exceed 130" (330 cm) in length plus girth or 150 pounds (68 kg) may not be accepted, and will incur an additional handling fee.

FedEx International Ground Multiweight

When you have multiple packages destined for a single consignee, FedEx Ground offers you Multiweight, a money-saving service for ground shipments to the United States. Multiweight lets shippers combine packages destined for a single consignee into one shipment – without palletizing, staging, or shipment segregation. With Multiweight, FedEx Ground prices your shipments as both a Multiweight shipment and as single packages – and charges you the lower of the two. To qualify for Multiweight, the combined shipment weight must be at least 40 pounds (18 kg). Average package weight must be at least 15 pounds (7 kg) and each package must have a combined length and girth of no more than 130" (330 cm).

FedEx Ground Distribution

FedEx Ground Distribution service lets you streamline large releases, bypass distribution centres, and reduce exporting costs for high-volume shipments to the United States. Operating much like a distribution centre or freight forwarder – without the hassles, higher costs, and additional handling – this service lets you transport packages to a FedEx Ground facility in the U.S. FedEx Ground then delivers the packages to their final destinations.

Some of the advantages of this program include:

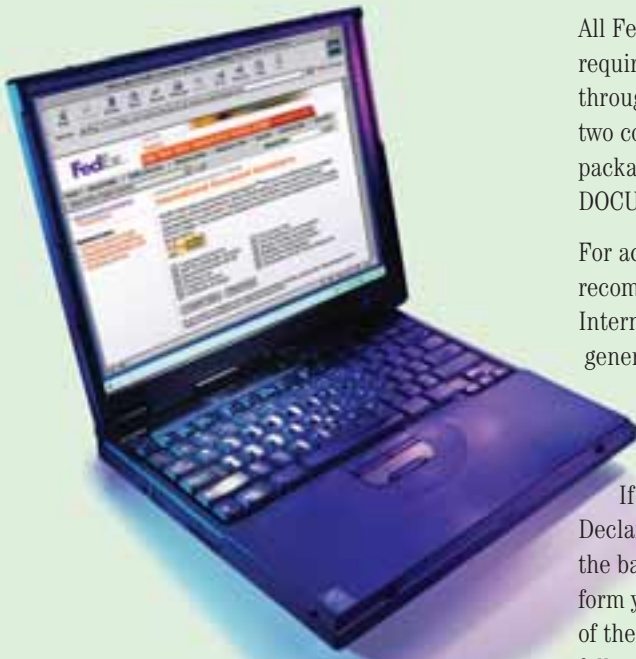
- En-route tracking.
- Lower exporting costs with reduced brokerage fees and distribution costs.
- Simplified paperwork and customs processing by consolidating all shipments as one unit to move across the border.



Completing Customs Documentation

Call 1.800.GoFedEx (1-800-463-3339) to confirm what customs documentation is required for your shipment.

FedEx Ground international packages may require additional documentation such as a Commercial Invoice, Shipper's Export Declaration and Certificate of Origin/NAFTA Certificate. You can complete these documents quickly online, using FedEx® International Document Assistance at fedex.ca. This lets you print blank forms or complete forms onscreen.



The FedEx Ground Customs Declaration, Commercial Invoice, or Pro Forma Invoice

FedEx Ground considers each package, or group of packages, with a different consignee address to be a separate shipment. To clear U.S. Customs, each separate shipment must have its own set of documentation.

All FedEx Ground International shipments require a Commercial Invoice for clearance through customs. One signed original and two copies must be attached to the lead package in the pouch labelled "CUSTOMS DOCUMENTS ENCLOSED."

For accuracy and simplicity, FedEx Ground recommends that you use a FedEx International Document Assistance generated invoice, or the FedEx Ground Customs Declaration, which is available at no extra charge from your FedEx Account Executive.

If you use the FedEx Ground Customs Declaration you will find instructions on the back of the form. No matter which form you select, be sure to include all of the information as shown on the following page.

- Shipper name, address and telephone number.
- Consignee name, complete address including destination country, zip code, and telephone number.
- Importer's Employer Identification Number (EIN) or taxpayer I.D. number. This number, which is used by the Internal Revenue Service in the U.S., keeps track of a company's tax transactions and helps expedite customs clearance.
- Broker designation. To designate your own broker, please include the broker's name and telephone number. You must also indicate who is to pay for the U.S. duty and brokerage charges: the shipper, consignee, or a third party. To use FedEx Ground's preferred broker, leave this area blank.
- Country of origin. The country in which the goods being shipped were produced or manufactured.
- A complete description of the items you are shipping, including the materials from which they are made, and how the item will be used.
- Quantity for each item you are shipping.
- Unit of measure.
- Net weight of goods (in pounds or kilograms) for each item you are shipping.

COMMERCIAL INVOICE FACTURE COMMERCIALE							
Date of Invoicing Date de facturation		Invoice Number Numéro de facture		Export Reference Réf. d'exportation du fournisseur		Invoice Period Période de facturation From: [] To: [] De: [] À: []	
Shipper/Consignee complete name and address Nom/Prénoms/Adresse complète de l'expéditeur				Consignee complete name and address Nom/Prénoms/Adresse complète du destinataire			
Country of Origin/Place d'origine				Terms of Sale Conditions de vente		Currency of Sale Monnaie de la vente	
Country of Origin of Goods Pays d'origine de la marchandise				Importer's Employer Identification Number Numéro de l'importateur (U.S. seulement)			
Country of Ultimate Origin Pays de dernière origine							
Description of goods in unit of weight or quantity Description des marchandises				Date of invoice (date of completion of duties) Date de facturation (date de règlement des droits de douane) Date of completion of duties Date de règlement des droits de douane			
Quantity Quantité		Unit of Measure Unité de mesure		Weight Poids (kg)		Unit Value Valeur unitaire	
Total No. of Pkg. Total Poids Mètres		Total Weight Poids total (kg)		Total Value Valeur totale C.I.T. / F.O.B. C.I.T. / F.O.B. C.I.T. / F.O.B.			
Please complete, in entirety, in ink, with legible handwriting, in English or French, the information requested on this invoice. Do not use stamps, or other means of communication, to complete this invoice. This invoice must be signed by the shipper or the importer.				Please complete, in entirety, in ink, with legible handwriting, in English or French, the information requested on this invoice. Do not use stamps, or other means of communication, to complete this invoice. This invoice must be signed by the shipper or the importer.			
I hereby certify that the above information is true and correct, and that the goods described herein are in conformity with the description and quantity stated hereon.				I hereby certify that the above information is true and correct, and that the goods described herein are in conformity with the description and quantity stated hereon.			
Signature				Signature			

- The unit value for each item you are shipping.
- Total value of the goods you are shipping.*
- Currency of settlement.
- Total number of packages in the shipment.
- Total shipment weight.
- Total shipment value.
- Sender's signature.
- Shipment date.

To minimize misinterpretations of duty and tax treatment, FedEx Ground recommends using the Harmonized Commodity Codes. For additional information, contact your customs broker.

* Currency of the values must be the same as the currency of sale.

Not sure what additional customs documents your shipments require? Simply call 1.800.GoFedEx for assistance.

FedEx North American Free Trade Agreement
CERTIFICATE OF ORIGIN
 (One Form per Shipment)

Place of Origin or Type of Origin

Country of Origin

Description of Goods

HS Code	Quantity	Value	Weight	Volume
8517.62.00	0	0.00	0	0
8517.62.00	0	0.00	0	0
8517.62.00	0	0.00	0	0
8517.62.00	0	0.00	0	0
8517.62.00	0	0.00	0	0

Certifying Declaration

I certify that...

I certify that...

I certify that...

I certify that...

1 April 2003 1 April 2003

Canada

NAFTA Certificate of Origin

To take advantage of the free trade benefits derived from NAFTA (North American Free Trade Agreement), shippers of goods that are wholly originating in Canada, Mexico, or the United States should use the NAFTA Certificate of Origin.

In order to receive benefits under NAFTA, exporters must research carefully whether their goods meet the NAFTA requirements pertaining to country of origin. For additional information contact your customs broker or Canada Customs.

For repeat shipments of a product qualifying under NAFTA, you may submit a blanket NAFTA Certificate of Origin that will normally cover multiple shipments within a 12-month time frame.

Hazardous materials cannot be shipped via any FedEx International Ground service.

Additional Options

In direct response to shipper needs, FedEx Ground provides several service options that make shipping simpler and more convenient. Each option has its own bar code label.

Payment Methods and Terms

When credit is extended, FedEx Ground will invoice you for performed services. Payment is required within seven days of receipt of the invoice.

FedEx Ground COLLECT

For customers who want to be charged directly for inbound shipments from either Canada or the U.S., FedEx Ground COLLECT provides greater control over shipping expenses by allowing them to select FedEx Ground for all of their inbound shipments. Once enrolled, consignees receive a weekly itemized invoice that includes shipping charges, vendor names, delivery dates, and package weights.

As a FedEx Ground COLLECT consignee, you'll receive an incentive based on the number of packages you receive. So, the more you receive, the more you save.

For vendors shipping to FedEx Ground COLLECT consignees, the billing process is simplified because the consignee is billed directly for all freight charges. There are no shipping charges to be billed or estimating of transportation costs for billing. Extra shipping and handling charges such as declared value, C.O.D., and the pick up fee are charged to the shipper.

To use FedEx Ground COLLECT for your inbound shipments, contact your FedEx Account Executive.

Shipper Manifest

This feature provides you with a fax detailing all the packages picked up at your site by FedEx Ground the previous day. By letting FedEx Ground take care of your rating process, you eliminate the need for weighing and rating packages on your shipping dock. It also reduces labour costs because more packages can be processed in a shorter period of time. For more information, contact your FedEx Account Executive.



FedEx Ground C.O.D. (Collect on Delivery)

A smart choice for shippers who wish not to extend credit to customers, FedEx Ground C.O.D. combines shipping and payment into one simple transaction.

Available for shipments within Canada and to the U.S., you designate an amount to be collected by FedEx Ground when the package is delivered. The funds are collected for the amount you designate and are remitted directly to you. Payment is remitted in Canadian dollars for domestic packages and in U.S. dollars for shipments crossing the border.

A nominal fee applies for FedEx Ground C.O.D., as well as a fee for Cash C.O.D. shipments to the U.S. Please ask your FedEx Account Executive or see the FedEx Ground Rates.

For tips on preparing your C.O.D. packages, see page 48.



FedEx Ground PRP (Package Returns Program)

Designed for regular returns for which you pay the freight charges, PRP will help save you money and control the return of packages, either from within Canada or the United States.

Simply supply the consignee with the combination PRP bar code/address label. (Be sure to detach the shipper receipt and keep it for your records.) When a package needs to be returned to you, your customer completes the "FROM" section on the label, applies the label to the package, and contacts FedEx Ground via phone or the website to arrange a pick up for the next business day.

For your customer's convenience, complete preparation and shipping instructions are printed on the back of each label, including the toll-free number to call for arranging pick ups. Your customer will also receive a receipt as proof of pick up.

To ensure that PRP packages from the U.S. reach you as quickly as possible, please supply your customers with:

- Combined PRP bar code and address labels and blue international shipment labels.
- FedEx Ground Customs Declaration forms or your own commercial invoices along with the FedEx Ground plastic pouch for customs documentation.

For PRP packages from the U.S., you are responsible for freight charges, duties, taxes, and brokerage fees. Please contact your FedEx Account Executive for further details.

FedEx Ground Auto P.O.D. (Proof of Delivery)

With FedEx Ground Auto Proof of Delivery (P.O.D.), you can automatically verify that your FedEx Ground shipments have been successfully delivered and signed for.

FedEx Ground Auto P.O.D. can be requested for each package and/or shipment that you specify. Both signature images and delivery information are stored electronically, and sent to you automatically on a schedule that you pre-determine – daily, weekly, monthly or quarterly, by fax or mail. You can also determine how long you want or need to keep electronic delivery signatures on file.

Use FedEx Ground Auto P.O.D. for sensitive shipments such as pharmaceuticals, electronics or other shipments for which you require proof of delivery.

To begin using Auto P.O.D.

- Contact your FedEx Account Executive to enroll in the program
- Once you are enrolled, affix a FedEx Ground Auto P.O.D. barcode and address label to your package
- If you process your FedEx Ground packages manually, you will receive preprinted Auto P.O.D. barcodes when you enroll

Use FedEx Ground Auto P.O.D. with:

- FedEx Ground
- FedEx International Ground

A nominal fee applies for FedEx Ground Auto P.O.D. service. Get an online rate quote for your Auto P.O.D. shipment, or consult your FedEx Account Executive for more information.

FedEx Ground Call Tag Package Return (Domestic Shipments Only)

Use this option to recall an occasional package that FedEx Ground delivered within Canada. For a nominal fee, FedEx Ground will pick up and return a package to you. You can request a Call Tag by calling 1.800.GoFedEx.

When requesting a Call Tag, you'll need to provide the following:

- The package tracking ID, your company name and address, the total number of packages you need to recall, and the contents.
- The name and telephone number of a contact person at the pick up location, the company name and address, and the day the package will be ready for pick up. FedEx Ground will provide you with a Call Tag confirmation number that lets you track the return of your package.

Whether you're in retail, wholesale, or manufacturing; a shipper or a consignee, FedEx Ground is committed to helping you better manage your distribution process.

FedEx Ground Extras

We are dedicated to providing our customers with the most advanced ground delivery service available. That includes a variety of value-added services to make shipping easier and more convenient for you.

Value-Added Services

In addition to aiding in quick tracking of packages, the FedEx Ground bar code label also opens the door to a host of value-added services, all at no extra charge, including:

- Proof of delivery (P.O.D.) including who signed for the delivery – available 24 hours a day on the FedEx website or via phone, fax, and mail.
- Unlimited en-route tracking on every package – domestic and U.S.-bound.
- Less paperwork because FedEx Ground requires no waybills or bills of lading.
- Itemized invoices that help you better manage your shipping charges.
- Automatic weighing and rating of packages.
- Numerous manifest and transportation reports.
- Three delivery attempts for business addresses.

Shipping Expertise from your FedEx Account Executive

No matter how many packages you ship, you'll receive personalized attention from your FedEx Account Executive. Together, you'll create a complete shipping program that includes:

- The right combination of transportation services to deliver your packages on time and within budget.
- A variety of billing options that simplify your accounting process.
- Detailed shipment information linked to your internal data.
- Shipping reports that help you better manage your business.

FedEx Customer Service Department

At FedEx, you're backed by a team of highly trained Customer Representatives to answer all of your questions about package preparation, package tracking, and more. Just call 1.800.GoFedEx (1-800-463-3339) 24 hours a day, 7 days a week, to reach our team of specialists. We also have bilingual representatives on staff who can help you with customs and documentation issues.

The FedEx Ground Bar Code

Linking your information to FedEx Ground shipment information

More than just delivering packages, FedEx Ground delivers information – vital data that you can rely on to efficiently manage your distribution process. Pioneered by FedEx Ground, this shipment information is what really distinguishes FedEx Ground from the competition. The cornerstone is the bar code label on every package. Much more than a series of numbers, this bar code gives every FedEx Ground package a unique identity. It is the tool that provides en-route tracking and quick Proof of Delivery (P.O.D.). The bar code label that shippers apply to a package has a tracking ID number. Think of this as a package's "license plate." With a tracking ID, you can find out where your package is at any time during the delivery process. It is also the means for requesting proof of delivery after a package has been delivered.

Following the FedEx Ground tradition of offering customers shipping options, one bar code label cannot possibly serve all the needs of our customers. That's why with FedEx Ground you'll find a family of bar codes. There is a different bar code label for every FedEx Ground service or service option you choose.

Every package we deliver needs a bar code label and address label. This can take the form of:

- A combined bar code/address label produced by FedEx-supplied software or other parcel-processing equipment, or
- A preprinted bar code label and an address label you create on your system yourself.

Either way, the bar code label contains your FedEx account number and a unique tracking number that helps with the accurate and reliable routing of your package. See page 44 for further details on using bar code labels.



Package Tracking and Proof of Delivery

FedEx Ground tracking services are designed with you, the shipper, in mind. That's why you can locate where a package is in the FedEx Ground delivery system, even before it reaches its destination. It's also why you have a wide array of options for requesting and receiving your tracking information. In addition, when you need more detailed information, including the actual signature of the person who signed for the package, FedEx Ground offers several P.O.D. (Proof of Delivery) options to meet your needs.

Tracking Services

FedEx Website – fedex.ca

Tracking packages via the Internet is the quickest way to receive package information. You can track up to 25 packages at once. Simply log on to the FedEx website and click on the applicable Tracking button to obtain information on your FedEx Ground package.

Proof of Delivery (P.O.D.)

Delivery Signatures at fedex.ca

To help manage your records, delivery signatures are provided over the Internet for FedEx Ground packages. Simply click on the Signature Proof tab on the FedEx website, then enter your tracking ID in the appropriate field. You'll quickly see who signed for the delivery.

Verbal P.O.D.

Have your Tracking ID ready and call us at 1.800.GoFedEx (1-800-463-3339). In seconds you can find out the delivery date and who signed for the package.

Written P.O.D.

Complete a FedEx Ground Request for Delivery Information form (available from your FedEx Account Executive) and mail it to:

FedEx Ground Inc.
P.O. Box 108
Pittsburgh, PA
USA 15230
Attention: Delivery Information Dept.

Auto P.O.D.

Automatically verify delivery and view signature images electronically. Contact your FedEx Account Executive to enroll in the Auto P.O.D. program.



Preparing Your Package



When you ship with FedEx Ground, package preparation is as easy as affixing an address label and a FedEx Ground bar code label to the top of the box. By following the packaging tips here, you can help your ground shipments arrive in good shape.

The Five Steps to Smart Packaging

1. Corrugated Boxes

Use only sturdy boxes with all flaps intact. Make sure there is room for cushioning material to protect all sides of your product from impact against the box. For heavier items, use double-wall corrugated boxes. Remove all previous address labels and FedEx Ground bar code labels. FedEx provided packaging is only for FedEx Express shipments. You must use your own packaging for FedEx Ground shipments.

2. Internal Protection

The more fragile or breakable the item, the more cushioning that is needed between the product and the box.

- A minimum of 2-3" (5-7 cm) of packing material is recommended on the bottom, top, and sides.
- If more than one item is being shipped in a box, wrap items separately and allow sufficient cushioning between products to prevent contact and shifting during transit.

3. Sealing your package

The key to proper sealing is using tape designed for shipping. Masking tape and cellophane tape do not have enough strength to hold corrugated box flaps together. Instead, use one of the tapes listed below:

- Pressure-sensitive packing tape.
- Water-activated paper tape (minimum 3" [7 cm] width of 60 pound grade).
- Water-activated reinforced tape.
- No matter which approved tape you choose, use a minimum 2" (5 cm) width. Secure the box with three strips of tape on the top and bottom box seams.
- Do not overwrap packages with string or paper. String or paper can snag on automated package-handling equipment, and result in torn or missing labels and/or damage to the package.

Package Testing

The International Safe Transit Association (ISTA) has defined package testing procedures for transportation shipments. Test procedure 1A applies to small-package transportation and is recognized as the standard which must be met for all shipments tendered to FedEx Ground. To help ensure that shippers understand and meet this standard, FedEx operates a package testing laboratory that works one-on-one with customers to develop smart packaging strategies. Ask your FedEx Account Executive for more information about this program.

4. Proper FedEx Ground Bar Code Label Placement

Bar code placement helps ensure on-time delivery, accurate billing, en-route tracking information, and better package handling. Use the following bar code placement guidelines:

- Avoid all wrinkles, tears, stains, or stray marks on the label.
- Do not place any kind of tape or film over the label.
- Do not wrap the label around a handle or cylinder, so that the edges overlap.
- Do not place the label in a plastic tag sleeve.
- Do not write on any portion of the label's borders.
- Place the FedEx Ground bar code label on the largest surface area of your package, as close to the address label as possible. Try to keep the label at least 4" (10 cm) from the edge of the package.



5. Proper Address Labelling

Without a legible, complete address, package delivery may be delayed. Here are a few basic principles to keep in mind when addressing your package:

- Always include the postal or zip code of the consignee with the complete street address and phone number. Identify floor or suite numbers for multi-unit addresses.
- Use street addresses. FedEx Ground cannot deliver to a P.O. box. Packages addressed to a P.O. box may result in increased transit times. We will attempt to contact the consignee by phone to arrange delivery.
- Include your return address – complete with postal code and full street address.*

- Place the delivery label on the top of the box.
- If you attach a packing slip, apply it to the same surface as the address label.
- Make sure there is only one address label on the carton. Remove any old address labels or markings.
- Do not apply labels over seams, closures or on top of sealing tape.
- Include duplicate delivery information inside the package.



* For FedEx Ground U.S. Distribution service, the return address must be a U.S. address.

These are samples of components required for shipping to the U.S.



A FedEx Ground bar code



B International shipment label

C Customs documentation

D FedEx Ground Pick Up Record

The FedEx Ground Bar Code Label

The bar code label is the most important piece of information FedEx Ground uses.

- Apply FedEx Ground bar code labels (A) properly – one to the top of each package. The top of the package is the largest surface area of the box. Make sure to use the correct label.
- Apply the label marked “FedEx Ground TRACKING ID” to your FedEx Ground Pick Up Record (D) when you request declared value or other special services. Keep the matching mini label in the left-hand corner of the label; it helps identify and track the package.
- Void all damaged FedEx Ground bar code labels by filling in at least three consecutive white bars with a black

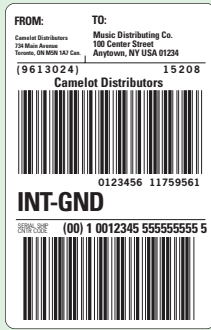
marker. Record the number of voided labels on the FedEx Ground Pick Up Record each day. Voiding labels and recording them helps our computer keep track of your FedEx Ground bar code label inventory and lets us know when to replenish your label supply.

- If your labels are stolen or misplaced, contact the FedEx Customer Service department at 1.800.GoFedEx. If your stolen labels are used, your account will be billed.

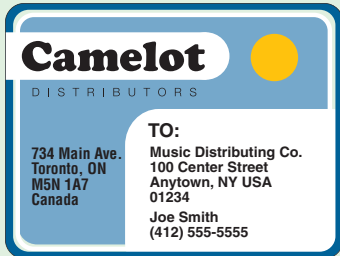
Preparing Packages for Delivery within Canada

For all packages being shipped via FedEx Ground service within Canada:

- Apply an address label to the top of the package.



E NOTE: If you're using an approved, shipper-printed combination bar code and address label, affix this to the parcel instead of the pre-printed bar code and address label.



F Address Label

- Affix a FedEx Ground bar code label (A) or an approved, shipper-printed combination bar code/address label (E) to the top of the package. Do not place tape over the label.
- Be sure to include the postal code and consignee telephone number, which aids the delivery process.
- Complete the FedEx Ground Pick Up Record (D).

Preparing Packages for Delivery to the United States

For all packages being shipped via FedEx International Ground service to the United States:

- Apply an address label (F) to the top of the package.*
- Affix a FedEx International Ground bar code label (A) or an approved, shipper-printed combination bar code/address label (E) to the top of the package (except for FedEx Ground U.S. Distribution service). Do not place tape over the label.
- Be sure to include the zip code and consignee telephone number, which aids in the delivery process.
- Complete and affix a blue FedEx Ground international shipment label (B) to each package. In the box labelled, "Package #," number each package in the shipment in consecutive order. In the box labelled "Total Pkgs. In Shipment," record the total number of packages in the shipment.
- Prepare and attach customs documents. Include five copies of a standard commercial invoice (C) in the FedEx Ground pouch labelled "CUSTOMS DOCUMENTS ENCLOSED" and affix to the first package in the shipment. For more information about customs documentation, see page 32.
- Complete the FedEx Ground Pick Up Record (D). In the lower right-hand corner, total the number of packages shipped to the U.S. that day.

Note: To ensure the best service, keep all international packages grouped together for pick up. Please record the number as shown on the FedEx Ground Pick Up Record.

* For FedEx Ground U.S. Distribution service, the return address must be a U.S. address.

Preparing Oversize Packages

Oversize 1:

A package weighing less than 30 pounds (14 kg) and measuring between 84" (213 cm) and less than 108" (274 cm) in combined length and girth will be classified by FedEx Ground as an "Oversize 1" package. The transportation charges for an "Oversize 1" package will be the same as a 30 pound (14 kg) package being transported under the same circumstances.

Oversize 2:

A package weighing less than 50 pounds (23 kg) and measuring greater than 108" (274 cm) in combined length and girth will be classified by FedEx Ground as an "Oversize 2" package. The transportation charges for an "Oversize 2" package will be the same as a 50 pound (23 kg) package being transported under the same circumstances.

- FedEx Ground accepts ground packages weighing up to 150 pounds (68 kg). All packages must have a combined length and girth of no more than 130" (330 cm).
- Prepare an oversize package in the same manner you prepare a standard ground package. No special label is required.
- For each oversize package, be sure to correctly complete the FedEx Ground Pick Up Record.
- Detach the tracking ID number from the upper right-hand corner of the FedEx Ground pre-printed bar code label.
- Apply it to the Pick Up Record under the "TRACKING ID" column. Indicate which packages are oversize by checking the appropriate box in the "Extra Services" area.
- At the bottom of the appropriate "OVERSIZE" column, record the total number of oversize packages shipped.

The FedEx Ground Pick Up Record

You must complete a FedEx Ground Pick Up Record for the packages you are shipping unless you prepare your FedEx Ground bar code/address labels with automated electronic shipping tools.

If you are using preprinted bar code labels that you create, forward the FedEx Ground Pick Up Record with each day's shipments. This form includes two copies: an original, which is returned to the local FedEx Ground terminal, and a shipper's copy for your own records. Shippers must complete the following sections on all FedEx Ground Pick Up Records:

1 Shipper's name and address, including the postal code.

2 FedEx account number: Accurate billing depends on the correct use of this number. If you do not have a FedEx account number, call the Customer Service department at 1.800.GoFedEx to set up an account.

3 Date of shipment: Record the date of pick up.

4 Extra services: Complete this section for all applicable special services. Apply the tracking ID number from the upper right-hand corner of the pre-printed bar code label.

5 Required information. Always record the total number of packages being shipped and the total number of FedEx Ground bar code labels used each day. Include the precise number of voided (cancelled or spoiled) bar code labels.

FedEx Ground SHIPPER NAME & ADDRESS (1) FEDEX ACCOUNT NO/NO DE L'EXPÉDITEUR (2) [Barcode]

DATE (3) ENTER EACH PACKAGE ON A SEPARATE LINE. MARK ANY SPOILED SHEET "VOID" AND GIVE TO THE DRIVER. INCREASE FRACTIONS OF A KILOGRAM POUND TO THE NEXT FULL KILOGRAM/POUND. INSCRIRE LES COLIS SUR DES LIGNES DISTINCTES. INDIQUER "NUL" SUR LES FICHES ABIMÉES ET LES DONNER AU CONDUCTEUR. ARRONDIR LES POIDS À LA LIVRE OU AU KILOGRAMME SUPÉRIEUR.

OPTIONAL SHIPPER INFORMATION (TO BE COMPLETED IF NEEDED)/RENSEIGNEMENTS SUPPLÉMENTAIRES DE L'EXPÉDITEUR (AU BESOIN)				EXTRA SERVICES/SÉVICES SUPPLÉMENTAIRES				TRACKING ID/NO DU CODE À BARRES	
REFERENCE OR DESCRIPTION REFERENCE OU DESCRIPTION	NAME/NO ADDRESS/ADRESSE (P.O. BOXES NOT DECLARABLE/ PAS DE BOÎTE POSTALE)	PROV. CODE POSTAL	LIBRAG ZONE POSTAL	C.O.D. AMOUNT MONDANT PAIL (PAR COLIS)	1,2 DECLARED VALUE AMT IF IN EXCESS OF \$100 PER PAIL VALEUR DÉCLARÉE (SI SUPÉRIEURE À 100\$ LE COLIS)	3 -84"-100" OVERSIZE -84"-100" OVERSIZE (LONGUEUR)	4 100"-130" OVERSIZE 100"-130" OVERSIZE (HAUTEUR)	5 RES. RES.	6 RES. RES.
				A	B	C		D	4 (APPLY LABEL HERE) COLLER L'ÉTIQUETTE ICI
									2
									3
									4
									5
									6
									7
									8
									9

HAZARDOUS MATERIALS CANNOT BE SHIPPED VIA FEDEX GROUND LTD./FEDEX GROUND LTTÉ N'EST PAS LES MATÉRIAUX DANGEREUX. (E)

THIS SECTION TO BE COMPLETED BY DRIVER À L'USAGE DU CONDUCTEUR			THIS IS A NON-NEGOTIABLE PICKUP RECORD SUBJECT TO TERMS AND CONDITIONS ON THE REVERSE SIDE.			CETTE FICHE DE COLLECTE N'EST PAS NÉGOCIABLE. ELLE EST ASSUJETTIE AUX CONDITIONS FIGURANT AU VERSO.		
TOTAL PACKAGES/NOMBRE DE COLIS	CORE ZONE ZONE CENTRALE	PICKUP TIME HEURE DE COLLECTE	1. CUSTOMER CHECK ACCEPTED AT SHIPPER'S RISK. UNLESS OTHERWISE NOTED ON COLIS, THIS IS REVERSE SIDE.			1. LES CHECKS DES DESTINATAIRES SONT ACCEPTÉS AUX RISQUES DE L'EXPÉDITEUR. SAUF INDICATION CONTRAIRE SUR L'ÉTIQUETTE PAIL, VOIR AU VERSO.		
DRIVER NUMBER NO DU CONDUCTEUR			2. UNLESS A HIGHER VALUE IS DECLARED IN WRITING ON THIS RECORD, FEDEX GROUND LIABILITY IS LIMITED TO \$100.00 PER PACKAGE. THE ENTRY OF A C.O.D. AMOUNT IS NOT A DECLARATION. VALUE CLAIMS NOT MADE TO FEDEX GROUND WITHIN 9 MONTHS OF THE SCHEDULED DELIVERY DATE ARE WORTHLESS.			2. SAUF DÉCLARATION ÉCRITE DE LA VALEUR DU COLIS INSCRITE SUR CETTE FEUILLE, LA RESPONSABILITÉ DE FEDEX GROUND SE LIMITE À 100 \$ PAR COLIS. LE MONTANT PAIL NE CONSTITUE PAS UNE DÉCLARATION DE LA VALEUR DU COLIS. LES RÉCLAMATIONS DOIVENT ÊTRE PRÉSENTÉES DANS LES NEUF MOIS SUIVANT LA DATE PRÉVUE DE LIVRAISON.		
DRIVER SIGNATURE SIGNATURE DU CONDUCTEUR			3. -84"-100" OVERSIZE APPLIES TO PACKAGES WEIGHING LESS THAN 30 POUNDS AND MEASURING BETWEEN 84" AND 100" IN COMBINED LENGTH AND GIRTH.			3. -84"-100" - UN COLIS SURVANT PÈSE MOINS DE 50 LIVRES ET MEASURE ENTRE 84 ET 100" EN LONGUEUR ET CIRCONFÉRENCE COMBINÉES.		
THIS SECTION TO BE COMPLETED FOR SPOILED TRAILERS À REMPLIR POUR LES REMORQUES ABIMÉES SUR LES SÉLUS			4. 100"-130" OVERSIZE APPLIES TO PACKAGES WEIGHING LESS THAN 50 POUNDS AND MEASURING BETWEEN 100" AND 130" IN COMBINED LENGTH AND GIRTH.			4. 100"-130" - UN COLIS SURVANT PÈSE MOINS DE 50 LIVRES ET MEASURE ENTRE 100 ET 130" EN LONGUEUR ET CIRCONFÉRENCE COMBINÉES.		
SHIPPER LOAD CHARGEMENT PAR L'EXPÉDITEUR	TRAILER NO. NO DE LA REMORQUE		5. RES APPLIES TO ANY PACKAGE DESTINED TO A RESIDENCE (i.e., LOCAL HOME, VACATION HOME, COTTAGE). A LOCATION NOT ACCESSIBLE TO THE PUBLIC IS NOT A RESIDENCE (USED AS RESIDENCE). THE ONLY VEHICLES AND PREMISES USED AS RESIDENCES ITEMS TENDERED FOR TRANSPORTATION TO ALASKA, HAWAII, OR PUERTO RICO ARE SUBJECT TO AIRPORT SECURITY CONTROLS.			5. LE CARACTÈRE "RESIDENTIAL" S'APPLIQUE À TOUTS LES COLIS DESTINÉS À UNE RÉSIDENCE (ÉLÉU OU LÉGITIME, HABITE, LÉU PRÉCISÉ PAR LE PUBLIC ET UTILISÉ EN TANT QU'UN LOGIS). SEULES LES VÉHICULES ET LES BÂTIMENTS À DESTINATION DE LOGIS, HAWAII OU PUERTO RICO SERONT ACCEPTÉS AUX CONTRÔLES DE SÉCURITÉ AÉRIENNE.		
REQUIRED INFORMATION RENSEIGNEMENTS NÉCESSAIRES			TOTAL DOMESTIC BAR CODES NOMBRE TOTAL DES CODES À BARRES - SERVICE "ÉTIQUETTE			TOTAL INTERNATIONAL BAR CODES NOMBRE TOTAL DES CODES À BARRES - SERVICE INTERNATIONAL		
			TOTAL PACKAGES NOMBRE TOTAL DE COLIS			F		

- A C.O.D.** List all packages that are being shipped C.O.D. Be sure the amount is in the currency of the destination country – either U.S. or Canadian dollars.
- B Declared value.** List all packages with declared value in excess of \$100.* To assign a higher value, you must declare the fair-market value of the package contents on the FedEx Ground Pickup Record. FedEx Ground charges a fee for each additional \$100 (or fraction of \$100) of declared value in excess of the standard liability (consult the FedEx Ground Rates for the current charge.) This additional fee will appear on your weekly invoice. The maximum declared value amount is \$25,000 per package. The entry of a C.O.D. amount is not a declaration of value.

* The declared value amount may not exceed the amount declared for customs purposes.

- C Oversize packages.** Indicate which packages are oversize by checking one of these boxes. See page 46 to determine if your package is oversize.
- D Residential.** List all packages destined to residential locations by checking this box.
- E Totals.** Total all "EXTRA SERVICES" packages within the "TOTAL PACKAGES" column. These numbers will be verified by FedEx Ground at the time of pickup.
- F Total number of packages being sent.**

Preparing C.O.D. packages:

- Prepare the package for shipment. Affix the appropriate FedEx Ground C.O.D. bar code label and a red C.O.D. label to the package. Use a domestic bar code label for shipments within Canada and an international bar code label for shipments to the U.S.
- Complete the shipping address, delivery address, date, and C.O.D. amount on the red C.O.D. label. Write in the FedEx Ground tracking ID. (For multiple C.O.D. packages, a red C.O.D. label must be placed on each package.)
- Complete and remove the shipper receipt tab with the C.O.D. amount and tracking ID for your records. Mark the “Cash Only” box if appropriate.
- Detach the tracking ID from the upper right-hand corner of the FedEx Ground bar code label and affix it to your FedEx Ground Pick Up Record under the “TRACKING ID” column.
- In the “C.O.D. AMOUNT” column on the FedEx Ground Pick Up Record, record the amount FedEx Ground should collect. This amount must match the amount written on the red C.O.D. label.
- At the bottom of the C.O.D. column on the FedEx Ground Pick Up Record, record the total number of C.O.D. packages shipped.

Diagram illustrating the components of a FedEx Ground C.O.D. shipment label and the associated shipper receipt form. The label includes fields for FROM, PLEASE PRESS FIRMLY, C.O.D. AMOUNT (Dollars | Cents), TRACKING ID, REFERENCE NUMBER (MAX 10 CHAR), INSTRUCTIONS, and DATE. The shipper receipt form includes fields for SHIPPER RECEIPT, C.O.D. AMOUNT (Dollars | Cents), PACKAGE NUMBER, and DATE. A red 'CASH ONLY' box is also present on the shipper receipt.

Special Packaging Circumstances

Keep these special packaging needs in mind:

Banded Combination Boxes

Due to the possibility of separation, FedEx Ground discourages banding boxes.

Rolled Goods (fabric, carpet, wallpaper)

- Firmly attach an address label to the rolled goods before placing in protective wrap. Affix the bar code label to the outside of the wrap near the address label.
- If the protective wrap is not transparent, apply a second address label to the outside of the wrap, and affix the FedEx Ground bar code label nearby.
- Avoid using a fly tag because tags frequently detach from packages in transit.

Heavy Boxes

FedEx Ground requires special attention to packages weighing 100 pounds (45 kg) to 150 pounds (68 kg) and up to 130" (330 cm) in length plus girth.

- Wrap yellow and black safety tape around the box. This tape signifies that two people will be required to handle the shipment and is provided at no extra charge from your FedEx Account Executive.
- Include these boxes with your FedEx Ground shipment – no need to segregate them.

Service Schedules

Scheduled Daily Pick up

If you qualify, regular pick ups can be scheduled at your location. See your FedEx Account Executive for details.

Call-In Pick up

You can request next-day pick up by calling 1.800.GoFedEx (1-800-463-3339).

Please have the following information ready when you call to schedule a pick up:

- Your account number.
- Pick up address.
- Pick up location (dock, back door, front door, etc.).
- Business hours (opening and closing times).
- Number of packages.
- Number of oversize packages.

Drop Off Network

Save \$6.00 (weekly pickup fee) by dropping off your FedEx Ground shipments at select FedEx World Service Centers. Call 1.800.GoFedEx or go to 'Locations' at fedex.ca to find out which locations accept FedEx Ground shipments.

FedEx Drop Boxes are for FedEx Express shipments only. FedEx Ground shipments are not accepted through Drop Boxes.

FedEx Ground makes pick up and delivery stops every Monday through Friday, with exceptions made for holidays. For weekend shipping, please use FedEx Express service.

Please call 1.800.GoFedEx for transit times, statutory and provincial holidays, and further information.

To start shipping with FedEx Ground please call us at 1.800.GoFedEx.



FedEx Cross Border Distribution Solutions™

FedEx offers many cross border distribution solutions to facilitate trade between Canada and the U.S. With the combined service offerings of FedEx Express, FedEx Ground and FedEx Trade Networks, we can offer you a customized, automated solution to manage your complete supply chain from inventory management to delivery. Our services include:

Transportation Services

- Express shipping for urgent shipments
- Ground shipping for routine, less urgent shipments
- Linehaul – less than truckload, truck load
- Distribution services

Warehousing and Ancillary Services

- Pick and pack
- Returns management
- Order fulfillment and stock replenishment

Customs Brokerage

- At major ports and gateways throughout Canada and the U.S.

Special Services

- Oversize and overweight cargo shipping
- Trade regulation consulting

For further information on any of these options, please visit fedex.ca/crossborder, call 1.800.GoFedEx or contact your FedEx Account Executive.



Shipper's Checklist

1 Check country and FedEx shipping restrictions

Can you ship what you want where you want? Make sure your commodity is acceptable for shipment to the destination country via the FedEx service you've selected.

2 Check required forms for completeness and consistency

Make sure you correctly and consistently complete all necessary forms as discrepancies can cause delays. These forms include a signed Air Waybill (Intra-Canada or International), the primary shipping document for most international shipments. You can also fill out international shipping labels online at fedex.ca. Other documents you need will vary by shipment.

3 Check content descriptions for accuracy and legibility

List separately each commodity that you are shipping and provide a detailed and accurate description of each, including what it's made of and how it will be used. Be specific and consistent in your content descriptions on the Air Waybill, Commercial Invoice and other required documents.

4 Check Declared Value for accuracy

The Declared Value, along with your description of the content, is used to determine duties and taxes. Make sure the Declared Value you enter for customs reflects an accurate value.

5 Check contact information for both sender and recipient

Telephone or fax numbers are often the only way to notify recipients of their shipment, especially for international P.O. box addresses. Include telephone or fax numbers for both you as the sender and the recipient on the address labels. Put labels on two sides of the package, and include another inside the package.

6 Include commodity country of origin

Make sure you legibly print your commodity's country of origin.

7 Package your shipment securely

Do not exceed the weight specification of the packaging you're using. Seal packages securely with 2" (5.08 cm) wide, pressure-sensitive, plastic tape. Do not ship items loose in cartons. Use fillers for inside protection. For more details on packing your shipment, see 'Preparing Your Packages'.

8 Purchase special insurance for high value items

We recommend that you purchase special insurance from your insurance company when shipping your high value items. We do not sell insurance.

Have other questions? Call 1.800.GoFedEx or visit fedex.ca for more information.

FedEx Express Terms and Conditions

The preceding pages related to FedEx Express explain FedEx Express' services and certain conditions, restrictions and requirements under which those services will be rendered. The following pages include those terms and conditions by reference and contain further general and specific conditions (collectively, the "Terms and Conditions"). These Terms and Conditions are applicable to the transportation of any package, document, envelope, pallet, container or other item by FedEx® Express when shipping between points within Canada, or from Canada to various international points including, but not limited to, any such items tendered by customers utilizing FedEx automated systems, air waybills, labels and shipping software. These Terms and Conditions are published in printed form and electronically at fedex.ca. The downloadable version (.pdf) of the FedEx Service Guide at fedex.ca, as amended, is controlling. For international shipments tendered for FedEx International Premium™ (IPI) and FedEx® International Express Freight (IXF), please see the applicable IPI/IXF Terms and Conditions for these services. Refer to www.fedex.com/ca_english/services/serviceguide/termsandconditions/ip1ixf. These Terms and Conditions include terms regarding the importation and Customs clearance of shipments into Canada. See the FedEx Ground Terms and Conditions in this Service Guide when shipping by FedEx Ground.

If there is a conflict between these Terms and Conditions and the terms and conditions on any FedEx air waybill, shipping label or other transit documentation, the Terms and Conditions in the FedEx Service Guide, as amended, modified, changed or supplemented will control to the extent they are not in conflict with the rules relating to liability for international carriage established by the Warsaw Convention, or other applicable treaties or any applicable tariff.

Any failure by us to enforce or apply a term, condition or provision of the FedEx Service Guide does not constitute a waiver of that term, condition or provision and does not otherwise impair FedEx's right to enforce or apply such term, condition or provision.

This Guide and any subsequent modifications, amendments or supplements supersedes all previous Service Guides, amendments, supplements, and other prior statements concerning the rates and conditions of the FedEx Express services to which it applies. The foregoing restriction does not apply to a modification applicable to a single customer and included in a FedEx Sales or FedEx Customer Automation Agreement. To the extent a conflict exists between a FedEx Sales or FedEx Customer Automation Agreement and these Terms and Conditions, the FedEx Sales or FedEx Customer Automation Agreement controls.

FedEx reserves the right to unilaterally modify, amend, change or supplement the FedEx Service Guide, including, but not limited to, the rates, services, features of service, and these Terms and Conditions in respect of all customers or any particular customer without notice. Only the Legal Department of Federal Express Canada Ltd. may authorize a supplement to, modification, change or amendment of the FedEx Service Guide. No other agent or employee of FedEx, nor any other person or party, is authorized to do so.

Rates and service quotations by our employees and agents are based upon information you provide, but final rates and service may vary based upon the shipment actually tendered and the application of these Terms and Conditions. Except as otherwise provided above, any conflict or inconsistency between the FedEx Service Guide and other written or oral statements concerning the rates, features of service, and Terms and Conditions applicable to FedEx Express services and any terms regarding importation and inbound clearance of shipments into Canada will be controlled by the FedEx Service Guide, as modified, amended or supplemented.

All amounts are in Canadian dollars, unless otherwise indicated.

WE MAKE NO WARRANTIES, EXPRESS OR IMPLIED.

Definitions

The terms “shipper” and “sender” mean the person and/or company sending a shipment. The terms “recipient” and “consignee” mean the person and/or company to whom a shipment is being sent. The term “air waybill” means any shipping document, label, electronic entry or similar item used in the FedEx system for domestic or international shipments. The term “package” means any container or envelope that is accepted by us for delivery, including, any items tendered by you using our automated systems, meters, manifests or air waybills, unless otherwise stated. The term “shipment” means one or more packages, or any part thereof, moving on one air waybill. The terms “we”, “our”, “us”, “FedEx”, “Federal Express” and “FedEx Express” refer to Federal Express Canada Ltd., its principals, subsidiaries, branches and affiliates and their respective employees, agents and independent contractors. The terms “you” and “your” include the shipper/sender, recipient/consignee, and importer of record and their respective employees, principals, agents and independent contractors. The terms “Guide” and “Service Guide” mean this FedEx Service Guide, Canadian Edition, as modified, amended or supplemented by FedEx from time to time. The term “transportation charges” means amounts assessed for the air and surface movement of a shipment, not including any other fees or charges which may be assessed under this Guide, such as declared value charges, customs duties and taxes, however levied or applied. The terms “day” and “days” mean calendar day and days, unless expressly noted otherwise. The term “customs” includes all federal agencies involved in the import or export of goods. The term “in good credit standing” means: (1) that payment on the FedEx account is current; (2) the account is not in “cash only” status; and (3) for commercial or business accounts, the balance does not exceed the credit limit established by FedEx.

Account Numbers

A valid FedEx account number is required for all shipments unless cash (not accepted at all FedEx offices), cheque or credit card payment is made at the time of shipment. The use of a valid FedEx account number on the air waybill ensures that: (1) FedEx invoices are sent to the proper location for payment; (2) account activity is tracked by our system; and (3) the payor is billed with the appropriate discount.

In the event that a customer elects to “Bill Sender” or “Bill Third Party” and (1) fails to include an account number or (2) indicates an incorrect account number, FedEx may charge a special handling fee per air waybill or express manifest to defray the expense of billing such items.

If you are shipping “Bill Recipient” or “Bill Third Party” for transportation charges and/or duties and taxes, the bill-to party must have a valid FedEx account number (Power of Attorney and Importer Number are required for Bill Sender or Bill Third Party Duties & Taxes), and it must appear in the appropriate section of the air waybill. Account numbers are issued by shipping location and they are non-transferable. Any misuse can result in a loss of all discounts and/or the discontinuance of service.

All requests for issuance of account numbers are subject to credit investigation and verification by our Credit Department. The Credit Department may require, in its sole discretion, that you have a major credit card acceptable by FedEx. We will establish a credit account for businesses only. We do not offer consumer credit privileges. Any individual shipping for personal use or in FedEx’s sole discretion, any business, must prepay the transportation charges or establish a FedEx account for billing direct to any of the major credit cards accepted by FedEx.

The party to whom an account number is issued is liable for all charges to the account. The account holder is responsible for the safe keeping of the account number and should release the number only to those authorized to ship on the account. The account holder bears the risk of all unauthorized use of the account number.

Failure to keep your FedEx account current (all invoices paid within 15 days from invoice date) will result in your account being placed on a “cash only” status and loss of volume discounts. For international shipments, your account will be placed on Reimbursement On Delivery (R.O.D.) status, requiring duties and taxes to be collected in full, at or prior to, the time of delivery. Utilization of an account on “cash only” status may result in package delay, rejection or return until arrangements for payment are completed.

Address Correction

If a recipient’s address on an air waybill is found to be incomplete or incorrect, we will attempt to find the correct address and try to complete the delivery but we assume no responsibility for our inability to complete delivery under such circumstances.

Use of post office box numbers for unaccepted areas or without the recipient’s telephone number, incorrect postal/zip codes and former street addresses for recipients who have relocated, are examples of errors requiring address corrections. A special handling fee per correction may be assessed for this service. If the correct address cannot be determined and if the recipient cannot be reached, we may attempt to contact the sender for address clarification or

instructions to return the shipment at the sender's expense, and the sender will be responsible for all transportation charges and any applicable fees. We will not be liable or responsible for meeting the delivery commitment of any shipment with an incorrect address (see "Undeliverable Packages").

Billing

(a) Invoices for transportation charges are payable within 15 days of the invoice date. Invoices for duties and taxes, special handling fees and the advancement fee are payable upon receipt.

(b) "Bill Sender" means the specified charges will be billed to the sender. The sender's FedEx account number must appear in the appropriate section on the air waybill and payment on the account should be current. The sender may request an initial rebilling to another party, but all subsequent rebills will be only to the sender.

(c) "Bill Recipient" means the specified charges will be billed to the recipient. In order to choose this billing option, the recipient's FedEx account number MUST appear in the appropriate section of the air waybill and payment on the account must be current or the recipient must pay for the package at the time of delivery. "Bill Recipient" shipments are acceptable for carriage to specified locations only. For more information, call Customer Service at 1.800.GoFedEx. If the recipient refuses to pay, the charges may be rebilled to a third party. Any additional rebilling must be to sender's account. The sender is liable for, and will be billed for, all charges and fees if third party or recipient does not pay.

(d) "Bill Third Party" means the specified charges will be billed to someone other than the sender or recipient. In order to choose this billing option, the third party's FedEx account number MUST appear in the appropriate section on the air waybill at the time it is tendered and payment on the account must be current. If the third party refuses to pay the charges may be rebilled to another party but subsequent requests will only be rebilled to the sender. The sender is liable for, and will be billed for, all charges and fees, if the party which is rebilled or the third party does not pay. If the third party FedEx account is not in good credit standing, the sender will automatically be billed.

(e) For "Bill Recipient" or "Bill Third Party" transactions, if the recipient or third party refuses to pay the charges, refuses delivery, or cannot be contacted, the sender is responsible and will be billed for any and all charges.

(f) We reserve the right to verify the method of payment for any shipment and to refuse any shipment for which the method of payment cannot be verified.

(g) Your shipment may be delayed or returned if we determine that it is billed to a FedEx account number that is not in good credit standing. In this instance, our service failure money back guarantee will not apply. See "Money-Back Guarantee Policy".

(h) Duties and taxes may be assessed on the contents of shipments destined for international locations. Duties and taxes may be billed to the sender, the recipient or a third party. "Bill Sender Duties and Taxes", "Bill Recipient Duties and Taxes" and "Bill Third Party Duties and Taxes" are options available only for deliveries to specified locations. Call 1.800.GoFedEx for information regarding your delivery location. If the sender fails to mark one of the boxes on the air waybill to indicate the payor of duties and taxes, the recipient will automatically be billed for such charges. All requests for duty and tax rebills should be made within 60 days from invoice date and require written or verbal approval from the bill-to party assuming liability for payment. The party requesting the rebill must obtain the approval. See "Duties and Taxes" for details on the conditions under which (1) we will advance duties and taxes, (2) we will assess an advancement fee for doing so, and (3) the "Bill Sender" or "Bill Third Party" options are available.

(i) NOTWITHSTANDING ANY PAYMENT INSTRUCTIONS THAT ARE GIVEN TO FEDEX, THE SENDER IS ULTIMATELY LIABLE FOR, WILL BE BILLED FOR, AND AGREES TO PAY, ALL CHARGES, INCLUDING TRANSPORTATION CHARGES, AND ALL DUTIES, CUSTOMS ASSESSMENTS, GOVERNMENT PENALTIES AND FINES, TAXES, FEES, INCLUDING SPECIAL HANDLING FEES, AND OUR LEGAL FEES AND COSTS, REGARDLESS OF ANY PAYMENT INSTRUCTIONS TO THE CONTRARY.

(j) A special handling fee will be applied for any cheque or electronic fund transfer that is dishonoured due to insufficient funds on deposit or incorrect or insufficient signature of the drawer.

(k) A special handling fee will be charged where no account number appears on the air waybill or express manifest or where an incomplete, inaccurate or invalid, or deleted account number appears on the air waybill in "Bill Sender", "Bill Recipient" or "Bill Third Party" transactions. If a "Bill Sender", "Bill Recipient" or "Bill Third Party" package is received without a FedEx account number or with an incomplete, inaccurate or invalid, or deleted account number, we will attempt to determine the correct account number from our records and bill the account number for all charges and fees, plus a special handling fee. Any

applicable discount will apply. If, however, we cannot determine the correct account number from our records, the transportation charges plus a special handling fee will be billed directly to the sender and no discount will be allowed. A special handling fee will be applied only once for each such air waybill or express manifest document.

(l) A special handling fee will be charged for all rebills. If there are multiple requests, the fee may be applied for each invoice line item (i.e. air waybill, express manifest line item, or FedEx automated shipping system package) which is rebilled. Requests for rebilling will be accepted up to 60 days from the invoice date, not counting the invoice date. Rebill requests will only be accepted for unpaid shipments. A special handling fee also applies and will be invoiced to FedEx Automation System customers.

(m) Charges requiring conversion to a currency other than Canadian dollars will be calculated daily using the median bid price obtained from OANDA, an Internet exchange-rate service. The median bid price is the average price at which buyers offer to buy currencies from sellers during the given period. Customers can access these currency conversion rates at OANDA.com.

The currencies of participating European Union countries will have stationary conversion rates to the EURO. There is an additional exchange fee of 1.75% for conversion from CAD to USD, 2.3% for USD to CAD and 2% for CAD to all non-Canadian and non-US currencies. There is no exchange fee between currencies related to the EURO.

Charges in currencies other than Canadian dollars that are not freely convertible will be converted to Canadian dollars and billed to the payor's account either at the free market rate or at the official rate at which FedEx was permitted to purchase Canadian dollars in the relevant currency, at our sole option.

The rate corresponding to the ship date will be used for conversions to non-hyper inflationary currencies. However, we reserve the right to use the exchange rate at invoice date, as opposed to shipment date, in countries where the currency is volatile.

(n) Along with your payment, you must furnish the invoice numbers to which your payment applies. If any invoice is not paid in full, the reasons for each unpaid charge must be noted along with its air waybill or FedEx tracking number.

(o) Remittance should be sent to:
Federal Express Canada Ltd.
P.O. Box 3700
Don Mills, Ontario
M3C 3Y1

(p) **Electronic Invoicing:** To assist customers in processing their invoices, FedEx will provide its invoices in electronic format. Information is available in either flat file or international standard formats. It is delivered as a file through a value-added network, available at no cost in most large cities (a small transmission charge may apply in other centres).

(q) For more information, please contact your FedEx Account Executive.

(r) **Invoice adjustments/overcharges**

1. We reserve the right to audit air waybills and shipments made via any means, including, but not limited to, an automated shipping device, to verify service selection and package or shipment weight. If the service selected or weight entered is incorrect, we may make appropriate adjustments to the invoice at any time.

2. Default Billing: Senders are solely responsible for accurately completing all sections of the air waybill and for the entry of accurate shipment information in any automated shipping device. If you fail to provide or correctly enter this information, you will be billed and agree to pay based on our estimate of the number of packages transported and either the dimensional weight at the time of billing or a standard default weight-per-package estimate, both of which will be determined (and periodically adjusted) by us at our sole discretion.

3. Our Money-Back Guarantee Policy governs and is the exclusive remedy for requests for refunds or credits related to service failures. (See "Money-Back Guarantee Policy" for applicable notice provisions and other conditions.) If the Money-Back Guarantee is suspended or revoked, there is no remedy.

4. A partial payment against an invoice is not considered a request for invoice adjustment or notice of a refund request under the "Money-Back Guarantee Policy" or otherwise. Such refund requests must be noted on the Invoice Summary or Invoice Remittance or by attached letter, or call 1.800.GoFedEx, indicating the nature of the request and reason for partial payment. At the time you notify us, you must provide the FedEx account number, if any, the air waybill or FedEx tracking number, the date of shipment, and the recipient's name, address and postal/zip code.

5. "Overcharge" means a charge based on an incorrect discount rate; an incorrect special handling fee; billing a service other than the service selected for the package; billing based on incorrect package or shipment weight; billing to the wrong account number; or any other billing, unrelated to a service failure, that results in an incorrect charge. Requests for invoice adjustments due to an overcharge or requests for refunds due to a duplicate payment must be received within 90 days from the original invoice date.

6. If you choose to send your request for an invoice adjustment for non-service-related failure separately from your remittance statement, please send to:

Federal Express Canada Ltd.
P.O. Box 3700
Don Mills, Ontario
M3C 3Y1

7. We will not be liable for any invoice adjustments unless you comply with the notice requirement described above. The filing of a lawsuit against us does not constitute compliance with these notice provisions.

For additional information or assistance regarding billing issues, contact Invoice Adjustments at 1.800.GoFedEx.

(s) Customers should retain copies of all original air waybills and invoices. When duplicate copies are requested, a fee may be charged for each air waybill or invoice requested.

(t) Additional Taxes.

If a value-added, consumption, or similar tax is applicable to your shipment, we reserve the right to add that amount to your shipping charges without notice.

(u) The shipper, and any other party who is liable for payment, is responsible for services rendered by us. Such costs include, but are not limited to, legal fees and costs, collection agency fees, interest and court costs.

Business Days/Carrier Holidays

In Canada, “business day” means Monday through Friday except for holidays, or the official day of observance of these holidays. The business week may differ in some international or provincial locations due to local customs. Holidays in international locations and provincial locations will also affect our delivery schedules.

Contact Customer Service at 1.800.GoFedEx for information on delivery commitments that may be affected due to the observance of these holidays. Deliveries normally made on the day of a holiday observance will be rescheduled for delivery on the next business day.

Carriage Under Warsaw Convention

As used in this Guide, “Warsaw Convention” or “Convention” means the Convention for the Unification of Certain Rules relating to International Carriage by Air, signed at Warsaw, October 12, 1929, or that Convention as amended, whichever is applicable to the carriage or “carrier”, including the air carrier issuing the air waybill and all air carriers that carry the goods or perform any other service related to the

carriage. When the carriage involves an ultimate destination or stop in a country other than the country of departure, the Warsaw Convention may be applicable. The Convention governs and in most cases, limits our liability for loss of, damage to or delay of cargo, unless you declare a higher value for carriage (subject to the maximum amount specified below) and pay the required fee as described below. The interpretation of the Warsaw Convention’s liability limits may vary depending on the destination country. If the Warsaw Convention, as amended by Montreal Protocol No. 4, applies to your shipment, FedEx’s liability is limited to 17 Special Drawing Rights (SDRs) per kilo (“Convention liability limit”), unless you declare a higher value for carriage (subject to the maximum amounts specified below) and pay the required fee. To the extent not in conflict with the rules relating to liability for international carriage as established by the Convention, carriage and other services performed by us are subject to the provisions of this Guide and applicable tariffs as amended from time to time, which are incorporated in this Guide by reference. FedEx assumes no obligation to carry the goods by any specified aircraft or other mode of transport or over any particular route or to make connections at any point according to any schedules. You agree FedEx may, without notice, substitute an alternate carrier or aircraft, deviate from the route or routes, or cause the goods to be transported by motor vehicle or other mode of transport. You agree that there are no stopping places which are agreed upon at the time of tender of the shipment, and we reserve the right to route the shipment in any way we deem appropriate.

Cartage Agents/Pick Up and Delivery Service to and from points outside FedEx Direct Service Area

(a) Shipments accepted for carriage to points outside the FedEx direct service area may be tendered to cartage agents for delivery to their ultimate destination. An additional charge will be applied for all such shipments which charge will be reflected on the invoice you receive from FedEx. Please see the FedEx Express Rates book, or call FedEx Customer Service at 1.800.GoFedEx for details.

(b) When you elect to use a cartage agent to pick up a shipment for delivery to a FedEx office, you are responsible for paying all charges assessed by the cartage agent. The invoice you receive from FedEx will reflect only FedEx charges.

(c) Complaints and claims arising from service rendered by cartage agents you select when you elect to use a cartage agent should be directed to the cartage agent.

Cartage Agents/Pick Up and Delivery Service to points within FedEx Direct Service Area

Subject to the paragraph below on “Pick Up and Delivery Service”, pick up and delivery service is provided by FedEx within specified service areas at no additional charge. However, should you or a customs broker choose to use the services of a cartage agent to pick up or deliver a shipment instead of using FedEx directly, you are responsible for paying all charges assessed by the cartage agent. The invoice you receive from FedEx will reflect only FedEx charges.

Claims, Legal Action and Arbitration

(a) ALL CLAIMS MUST BE MADE IN WRITING AND WITHIN STRICT TIME LIMITS.

(b) Written notice of a claim due to damage or delay must be received by us from you within 21 days after we deliver your shipment. See “Money-Back Guarantee Policy” for the time periods and additional details applicable to a request for a refund or credit of transportation charges.

(c) Written notice of a claim due to loss, shortage, mis-delivery, non-delivery, misinformation or failure to provide information must be received by us within 90 days after we accept the shipment for carriage.

(d) You may telephone Customer Service at 1.800.GoFedEx to report your claim, but you must still give us written notice of your claim within the time limits referenced above. If telephoning, you should ask for a “control” number and retain this for future reference. Please refer to this “control” number when submitting your claim in writing.

(e) Within 90 days after you have notified us of your claim, we must have received all relevant documentation regarding your claim. Such documentation may include original purchase invoices, estimates or invoices for repair, expense statements, appraisals, copies of air waybills or other records. These documents must be verifiable to our satisfaction.

(f) We are not obligated to act on any claim until all transportation charges have been paid. The claim amount may not be deducted from those charges or from any outstanding balance owed to us.

(g) Except as provided in paragraph (h) below, receipt of the shipment by the recipient without written notice of damage on the delivery receipt is prima facie evidence that the shipment was delivered in good condition.

(h) In the case of a claim for concealed damage which is not discovered at the time of delivery, you

shall notify FedEx in writing as promptly as possible after the discovery of the damage, and in any event not later than 21 days after the date of delivery. If more than 21 days elapse between the date of delivery of the shipment to the recipient and our receipt of such notice, you must show good cause why the damage was not discovered earlier and timely notification not given.

(i) As a condition of considering any claim for damage, you must make the shipment and the original shipping cartons and packing available for our inspection at our option at the delivery location and you must retain all such materials until the claim is concluded.

(j) Only one claim can be filed in connection with a shipment. Acceptance of payment of a claim shall extinguish any right to recover in connection with that shipment.

(k) Claims must be submitted to:
Federal Express Canada Ltd.
P.O. Box 3700
Don Mills, Ontario
M3C 3Y1

(l) FAILURE TO COMPLY WITH ANY OF THE ABOVE CONDITIONS, INCLUDING THE TIME LIMITS, WILL RESULT IN THE DENIAL OF YOUR CLAIM, AND WE WILL HAVE NO LIABILITY OR OBLIGATION TO PAY YOUR CLAIM. THE FILING OF A LAWSUIT DOES NOT CONSTITUTE COMPLIANCE WITH THE ABOVE NOTICE PROVISIONS.

(m) Any claim for damages or other relief arising out of or relating in any way to the FedEx Service Guide, or the services we provided to you, or offered to provide, or the consideration that you paid or agreed to pay to us for such services or the interpretation or application of these Terms and Conditions, containing a request for monetary or injunctive relief that, if allowed or granted, would have a reasonable value in excess of \$1,000,000.00, inclusive of all claims asserted by you in conjunction with others or on behalf of others, shall be resolved by arbitration pursuant to the Ontario Arbitration Act, 1991. The arbitrator shall be responsible for determining whether a claim meets the requirements for resolution by arbitration under this provision. We agree to pay all filing and other administrative fees necessary to initiate any such arbitration, subject to the right of the arbitrator to reallocate and assess such fees against other parties to the arbitration in accordance with the arbitration rules applicable to the proceedings.

(n) You will have no right to commence any legal action or arbitration proceedings against us for damages unless you have fully complied with all

applicable notice periods in these Terms and Conditions including, but not limited to, the periods for providing notice under the “Billing”, “Claims” and “Money-Back Guarantee Policy” sections.

(o) Any right to claim damages against us shall be extinguished unless an action or arbitration proceeding is commenced within two years from the date of delivery of the shipment or from the date on which the shipment should have been delivered. No action or arbitration proceeding for any damages or other relief may be commenced against us thereafter.

(p) You agree that you will not sue us as a class plaintiff or class representative, join a class as a member, or participate as an adverse party in any way in a class action lawsuit or class proceeding of any nature against us. For greater certainty, you agree to waive any right you may have to commence or participate in any class action against us and, where applicable, you also agree to opt out of any class proceeding against us. However, nothing in this paragraph limits your right to bring a lawsuit as an individual plaintiff or commence an arbitration proceeding against us as otherwise permitted by these Terms and Conditions.

(q) To the extent any court finds that provincial rather than federal law applies to any provision of this contract, the controlling law is the substantive law of the province in which you tendered your shipment to us.

(r) The performance of any services does not make us an agent of the shipper or any third party for any purpose.

(s) You agree to waive any claim against us for punitive, exemplary or aggravated damages.

(t) You agree to waive any right to have any claim against us tried before a jury.

Collect on Delivery (“C.O.D.”) Service

FedEx Express does not offer C.O.D. service. C.O.D. means that charges for the shipment delivered, as well as transportation charges, are collected from the recipient. It is different from the “Bill Recipient” option described above in “Billing”, which we do accept. A package or shipment marked “C.O.D.” will be returned and all related return charges billed to the original sender.

Credit Terms

The invoice date begins the credit term cycle and payment for transportation charges must be received within 15 days from the invoice date. Duties and taxes are payable upon receipt of invoice. Failure to keep your account current will result in your being placed

on a “cash only” status and may result in late payment fees. This status may impair your ability to use our services and may have an effect on your discount program. If your account is placed on a “cash only” status, credit privileges may not be restored until you have paid all past-due balances in full or other arrangements are made satisfactory to FedEx. If an action is filed to collect unpaid charges, you agree to be liable for all costs which include, but are not limited to, legal fees, interest, and court costs. We do not provide consumer credit privileges.

Customs Clearance (International only)

(a) All shipments which cross international borders must be cleared through customs in the destination country prior to delivery to the recipient. Clearance requires the presentation of the shipment and accompanying paperwork to customs Inspectors in the destination country. The duties of these customs officials may include verifying the value and description of the contents (may include opening the package) and properly completing the required documentation.

Visit FedEx International Document AssistanceSM at fedex.ca or call 1.800.GoFedEx for details on documentation requirements. All non-document shipments sent to international destinations must have a description and commercial transaction value for customs even if the shipment is not for resale.

(b) Except as provided below, and wherever local law allows, we will submit your shipments to customs and other appropriate regulatory agencies for clearance, and may advance duties and taxes on behalf of the payor provided appropriate credit arrangements have been made in advance (see “Billing” and “Duties and Taxes”). Wherever permissible by local law, FedEx Express services include customs clearance of your international shipments unless otherwise stated (i.e. use of FedEx[®] International Broker Select). However, where we incur additional time or expense clearing a Canadian import shipment due to the commodities being imported or special brokerage processing, FedEx reserves the right to impose a fee (“Ancillary Fee”), (See Special Handling Fees in the FedEx Rate Guide). These may include, without limitation, Ancillary Fees associated with account security fees, additional entry line items, after hours clearance, broker routing fees, business number registrations, duty and tax claims or amendments, import permits, low value document exception handling, low value entry corrections, low value entry exceptions, clearance charges involving other government agencies, storage fees, temporary imports, transfers in bond, and for other special brokerage processing.

WHETHER AN ANCILLARY FEE IS IMPOSED OR NOT AND DESPITE ANY OTHER PROVISION IN THESE TERMS AND CONDITIONS, WITH RESPECT TO ANY ACTIVITIES UNDERTAKEN BY FEDEX IN RELATION TO COMMODITIES BEING IMPORTED INTO OR EXPORTED FROM CANADA, FEDEX WILL NOT BE LIABLE FOR ANY CANADIAN ADMINISTRATIVE MONETARY PENALTY SYSTEM PENALTIES (“AMPS PENALTIES”) LEVIED AGAINST FEDEX AND/OR YOU, EVEN ARISING FROM THE NEGLIGENCE OF FEDEX, AND YOU AGREE TO INDEMNIFY US AGAINST ANY SUCH AMPS PENALTIES. If local law requires that the shipments be cleared through customs by the recipient, customs paperwork will be delivered to the recipient. In these cases, delivery of paperwork constitutes shipment delivery.

(c) An additional routing surcharge may apply to your FedEx International Broker Select shipment if:

1. A customs broker designated by you clears your shipment;
2. We deliver the shipment to the recipient; and,
3. The recipient’s location is served by a different FedEx clearance point than the broker’s. The amount of this charge varies according to destination. Call 1.800.GoFedEx for details.

(d) When shipments are held by customs authorities or other agencies for incorrect or missing documentation, we may attempt first to notify the recipient. If local customs law requires the information to be submitted by the recipient and the recipient fails or is unable to do so within a reasonable time, as we may determine, the shipment will be considered “undeliverable” (see “Undeliverable Packages”, paragraph (b)). If the recipient fails or is unable to supply the information and if local customs law allows the sender to submit that information, we may attempt to notify the sender. If the sender also fails to supply the information requested within a reasonable time, as we may determine, the packages will be considered “undeliverable” (see “Undeliverable Packages”). We assume no responsibility for our inability to complete a delivery due to incorrect or missing documentation, whether or not we attempt to notify the recipient or sender. We assume no responsibility for our inability to notify the recipient or sender.

(e) Shipments other than Personal, Inter-office, and Banking (PIB) documents (excluding negotiable stocks, bonds, cash letters and other negotiable instruments equivalent to cash which are not acceptable, see “Restrictions”) may require additional time for delivery due to customs clearance procedures. Shipments requiring documentation in addition to the air waybill (i.e. a commercial invoice) may require additional transit time.

(f) PROPER COMPLETION OF NECESSARY DOCUMENTATION AND ACCURATE COMMODITY DESCRIPTIONS AND VALUATIONS ARE YOUR RESPONSIBILITY.

(g) U.S. Customs regulations require the IRS Employer Identification Number (EIN) or, if an individual, the Social Security Number (SSN) of the U.S. recipient for certain packages being shipped into the U.S. The U.S. Customs regulation applies to import shipments with a declared value for customs of U.S. \$2,000* or more, for shipments containing plastics, toys, games, or sporting equipment valued at U.S. \$250* or more, and for the following commodities valued at U.S. \$5* or more: textile or textile products, clothing, leather or leather products, footwear and headwear, all FDA regulated commodities, or other goods that are restricted or controlled requiring a formal entry by the U.S. Customs service.

Canadian customs regulations require the Business Number (BN) of the Canadian recipient for commercial shipments entering Canada.

This information should be included on the air waybill and commercial invoice on all inbound shipments to the U.S. and Canada, respectively. All packages scheduled for delivery which do not have the EIN or BN (for Canadian imports) number will be detained until that information can be obtained.

* This limit is subject to change. Call 1.800.GoFedEx for details on documentation requirements.

(h) You are responsible for and warrant your compliance with all applicable international treaties, laws, government regulations, orders or requirements including but not limited to customs and import laws and regulations of any country to, from, through or over which your shipment may be carried. You agree to furnish such information and complete such documents as are necessary to comply with such treaties, laws, regulations, orders or requirements. We assume no liability to you or any other person due to your failure to comply with this provision.

FedEx® International Broker Select

FedEx International Broker Select (“Broker Select”) permits shippers to use FedEx® International Priority or FedEx® International Economy service while designating a specific customs broker other than FedEx or our designated broker. In some cases, your choice of customs broker may be limited to certain locations. Broker Select is available only to selected countries and only where the Broker Selection Box is completed on the applicable air waybill. Broker Select is not available for FedEx International Next Flight™ or FedEx International First®. The Terms and Conditions in this Guide apply to Broker Select shipments with the following modifications:

(a) Delivery Commitment

If the sender or recipient specifies a customs broker other than FedEx or our designated broker (where this service is available) and if the shipment is to be released to the designated broker in bond, our delivery commitment is met if we notify the broker of the availability of the shipment by noon for FedEx® International Priority shipments and 5:00 p.m. for FedEx® International Economy shipments on the first business day the shipment is scheduled to be available for customs clearance in the destination country, and such notification constitutes timely delivery. If the actual shipment is released to the broker in bond, our responsibility terminates at the time we relinquish custody of the shipment to the broker.

However, if we retain custody of the shipment and are responsible for the delivery of the shipment, following receipt of the appropriate customs release paperwork from another customs broker, our delivery commitment time is modified by adding one business day for each day (or portion thereof) that our receipt of the paperwork is delayed.

(b) Money-Back Guarantee Policy

Broker Select shipments for which we fail to meet the delivery commitments described in paragraph (a) above are eligible for our Money-Back Guarantee subject to the terms and conditions of our Money-Back Guarantee Policy.

(c) Saturday Service is not available for Broker Select shipments.

(d) An additional routing surcharge applies to your Broker Select shipments if:

1. A customs broker designated by you clears your shipment;
2. We deliver the shipment to the recipient; and,
3. The recipient's location is served by a different FedEx clearance point than the broker's.

The amount of this charge varies according to destination. Call 1.800.GoFedEx for details.

(e) An unlimited number of commodities may be shipped using a single air waybill.

(f) Declared value for Carriage and Customs limits vary by country.

(g) Commodity acceptability:

1. All commodities currently acceptable for FedEx® International Priority and FedEx® International Economy.
2. In addition, the following items are acceptable for Broker Select; however, certain restrictions do apply. Please contact Customer Service for destination requirements:

(i) Products from animals, marine life or fowl:

Note: For U.S. imports, these commodities are acceptable to only these cities:

- MSY/New Orleans, LA
- DFW/Dallas/Ft. Worth, TX
- ORD/Chicago, IL
- JFK/New York City, NY
- PDX/Portland, OR
- SEA/Seattle, WA
- SFO/San Francisco, CA
- HNL/Honolulu, HI
- MCO/Orlando, FL
- LAX/Los Angeles, CA
- MIA/Miami, FL

(ii) Plants and Plant products;

(iii) Personal effects shipments claiming exemption from duty; and

(iv) Shipments moving under Temporary Import Bonds (TIB) some restrictions apply. Call 1.800.GoFedEx for restrictions.

(h) If a broker's address is found to be incomplete or incorrect, we may attempt to find the correct address and to complete the delivery, but we assume no responsibility for our failure to complete delivery under such circumstances. Incorrect postal codes, omitted suite/apartment numbers and former street addresses for brokers who have relocated are examples of addresses requiring corrections. A special handling fee per correction will be assessed for this service for Canadian export shipments. If the correct address can't be determined or if the broker can't be reached, we may attempt to contact the sender for address clarification or instructions to return the shipments. We will not be liable for failing to meet our delivery commitment time for any shipment with an incomplete or incorrect broker address. (See "Undeliverable Shipments").

(i) FedEx Envelope and FedEx® Pak shipments are not eligible for Broker Select.

(j) FedEx will not advance or bill any duties and taxes if the Broker Select service has been selected.

(k) FedEx reserves the right to clear the shipment if the broker cannot be determined or will not perform clearance or if complete broker information is not provided (including name, address, phone and postal code). If FedEx clears the shipment, all terms and conditions of FedEx® International Priority or FedEx® International Economy, as applicable, apply.

(l) FedEx may route the shipment to the FedEx bonded warehouse closest to the broker.

Dangerous Goods

(a) FedEx accepts most IATA classes of Dangerous Goods to and from and within Canada and to designated points in Europe, Japan and the U.S. (except Alaska, other than Anchorage, Kenai, Juneau and Fairbanks). This is subject to change without notice. Certain exceptions and restrictions apply; see "Restrictions", or contact 1.800.GoFedEx for details.

(b) You are encouraged to use separate air waybills when Dangerous Goods and non-Dangerous Goods shipments are sent to the same recipient on the same day. In addition, each Dangerous Goods shipment must be accompanied by the "Shipper's Declaration for Dangerous Goods" form. A 24-hour emergency response telephone number must appear on each separate "Shipper's Declaration for Dangerous Goods" form for all U.S. and international Dangerous Goods shipments and on certain shipments within Canada as required by the Canadian Dangerous Goods Regulations. If a multiple piece shipment contains Dangerous Goods and non-Dangerous Goods, the Dangerous Goods packages **must** be listed first on the air waybill. The original "Shipper's Declaration for Dangerous Goods", along with the air waybill number and the Recipient's complete name, address and phone number, must be attached to the Dangerous Goods package.

(c) Dangerous Goods may NOT be packaged in the FedEx Envelope, FedEx® Pak, FedEx® Box, FedEx® Tube, FedEx® 10Kg Box or FedEx® 25Kg Box. All packages containing Dangerous Goods must be limited to the materials and quantities authorized for air transport in accordance with IATA Dangerous Goods regulations and the Canadian Transportation of Dangerous Goods Act and Regulations, where applicable.

(d) There will be a special handling fee for each shipment of Dangerous Goods.

(e) Dangerous Goods shipments may be dropped off at a manned FedEx office on Saturday; add one day to the delivery commitment. Saturday pick up and delivery of Dangerous Goods may be available at certain locations only. Call your local FedEx office for availability.

(f) Dangerous Goods shipments are not accepted at all FedEx offices. They may NOT be dropped off at FedEx Drop Boxes or at a FedEx Authorized ShipCenter®. Please contact Customer Service at 1.800.GoFedEx for complete details.

(g) Hold at FedEx Location is only available at certain Canadian, European and U.S. FedEx offices. See "Hold at FedEx Location" or call Customer Service at 1.800.GoFedEx for details.

(h) For a list of Dangerous Goods acceptable for carriage, depending on destination, see "Restrictions". Call 1.800.GoFedEx for complete details.

(i) Dangerous Goods may not be shipped using FedEx International First®, FedEx First Overnight® or FedEx® International Extra Hours services. Dry Ice is accepted for FedEx International First and FedEx First Overnight up to designated weight limits

allowed. Only inaccessible Dangerous Goods, as that term is defined by FedEx, are acceptable for FedEx® International Economy service.

(j) FedEx is not required to add dry ice to packages in its system, nor to provide re-icing services.

(k) NOTE: We are required by law to report improperly declared or undeclared shipments of dangerous goods to the appropriate regulatory or government authorities.

Declared Value and Limits of Liability (Not Insurance Coverage)

(a) "Declared value for carriage" is required by FedEx to help determine transport liability limits, while "declared value for customs" is required by customs officials for possible assessment of duties and taxes. The declared value for carriage of any shipment (subject to the maximum amounts specified below) represents our maximum liability in connection with a shipment, including, but not limited to, any loss, damage, delay, mis-delivery, non-delivery, misinformation, any failure to provide information, or mis-delivery of information relating to the shipment. It is the shipper's responsibility to prove actual damages. Exposure to, and risk of, any loss in excess of the declared value for carriage (or in excess of the maximum amount specified below) is assumed by the shipper. You may transfer this risk to an insurance carrier of your choice through the purchase of an insurance policy. Contact an insurance agent or broker if you desire insurance coverage. WE DO NOT PROVIDE INSURANCE COVERAGE OF ANY KIND.

(b) The declared value for carriage amount cannot exceed the declared value for customs amount.

(c) The declared value for customs amount must agree with the value shown on the commercial invoice.

(d) Road Transport Notice. Shipments transported solely by road to or from a country which is party to the Convention on the Contract for the International Carriage of Goods by Road, and applicable amendments ("CMR"), are subject to the provisions of the CMR, notwithstanding any other terms and conditions of this Service Guide to the contrary. For these shipments transported solely by road, if a conflict arises between the provisions of the CMR and the Terms and Conditions in this Guide, the provisions of the CMR shall prevail. Any carriage of your shipment by road, whether international or domestic, may also be subject to other international treaties, laws, government regulations, orders or requirements which may govern and serve to limit our liability for loss, damage, delay, mis-delivery, non-delivery, misinformation, any failure to provide

information, or mis-delivery of information relating to the shipment.

(e) **Limitation of Liability.**

1. Domestic – Our maximum liability for loss, damage, delay, mis-delivery, non-delivery, misinformation, any failure to provide information, or mis-delivery of information relating to the shipment, even if caused by our negligence or gross negligence, is limited to \$100 unless you declare a higher value for carriage (subject to the maximum amount specified below) on the air waybill and a charge is paid therefor or as provided in paragraph (f) below.

2. International – If not governed by the Warsaw Convention (See “Carriage Under Warsaw Convention” for international shipments governed thereby), the CMR, or international treaties, laws, government regulations, orders, or requirements as noted above, our maximum liability for loss, damage, delay, mis-delivery, non-delivery, misinformation, any failure to provide information, or mis-delivery of information relating to the shipment, even if caused by our negligence or gross negligence, is limited to \$100 unless you declare a higher value for carriage (subject to the maximum amounts specified below) on the air waybill and a charge is paid therefor or as provided in paragraph (f) below.

(f) If you declare a higher value for carriage, an additional charge will be assessed for each \$100 (or fraction thereof) by which the declared value for carriage exceeds \$100 or the Convention liability limit, whichever is applicable, up to the maximum amounts specified below. Subject to the application of the Convention, whether you declare a higher value for carriage and pay the additional charge or not, our maximum liability for loss, damage, delay, mis-delivery, non-delivery, misinformation, any failure to provide information, or mis-delivery of information relating to the shipment will be the lesser of the shipment's repair costs, its depreciated value or its replacement costs or your declared value for carriage (up to the maximum amounts specified below).

(g) **Declared Value for Customs and Carriage Limits.**

All shipments containing items of extraordinary value are limited to a maximum declared value for carriage of \$500 or the Convention liability limit, whichever is applicable (see paragraph “j” below). The maximum declared value we allow for customs and carriage per air waybill for each FedEx Envelope and FedEx® Pak shipment is \$100 (for domestic shipments) or the greater of \$100 and the Convention liability limit (for international

shipments). Goods with a value (actual or declared) exceeding \$100 should not be shipped in a FedEx Envelope or FedEx® Pak. Except as otherwise noted above, the maximum declared value for carriage for an intra-Canada shipment is limited to \$50,000. For international shipments, the maximum declared value for carriage will differ from country to country and may depend on the contents of the shipment. In the absence of any destination country specific provisions or laws, the maximum declared value for customs and carriage for international shipments is \$50,000. It may be possible to declare a higher value for customs provided you enter into a Customs Value Waiver Program Agreement with FedEx. However, under no circumstances will the maximum declared value for carriage exceed the maximum specified herein. Please call 1.800.GoFedEx or visit the FedEx website at fedex.ca for more details.

If you send more than one package on an air waybill, the declared value for carriage of each package will be determined by dividing the total declared value for carriage by the number of packages in the shipment, unless you produce documentary evidence sufficient to support a different allocation. If you send more than one package on an air waybill and there is no declared value for carriage stated, the limit of liability will be calculated based on the average weight per piece in the shipment. The average weight will be determined by dividing the total weight by the total number of pieces in the shipment and then calculating the limit of liability under the Warsaw Convention using the average weight of the piece, unless you produce documentary evidence to support a different allocation. In no event may the declared value of any individual package exceed the declared value of the shipment.

(h) **Liabilities Not Assumed. In any event, we will not be liable for any damages, whether direct, incidental, special or consequential in excess of the declared value for carriage (subject to the maximum amounts specified herein), or \$100, or the Convention liability limit, whichever is applicable, (including but not limited to loss of income or profits), subject to paragraph (f) above, whether or not we knew or should have known that such damages might be incurred. We will not be liable for your acts or omissions, including but not limited to incorrect declaration of the shipment, improper or insufficient packing, securing, marking or addressing of the shipment, or for the acts or omissions of the recipient or anyone else with an interest in the shipment. Also, we will not be liable if you or the recipient violate any of the Terms and Conditions of this Guide. We will not be liable for loss, damage, delay, mis-delivery, non-delivery,**

misinformation, any failure to provide information, or mis-delivery of information relating to shipments of cash, currency or other prohibited items (see “Restrictions”). See “Liabilities Not Assumed” below for a more detailed description. We will not be liable for loss, damage, delay, mis-delivery, non-delivery, misinformation, any failure to provide information, or mis-delivery of information relating to the shipment caused by events we cannot control. You should contact an insurance agent or broker if insurance coverage is desired. WE DO NOT PROVIDE INSURANCE COVERAGE OF ANY KIND.

(i) No Warranties. We make no warranties, express or implied.

(j) The following items of extraordinary value are limited to a maximum declared value for carriage of \$500 (for domestic shipments) or the greater of \$500 and the Convention liability limit (for international shipments). Please note that some of the following items may be totally prohibited for import into certain countries or may be subject to the lower declared value limitations provided above. Call FedEx for details; list subject to revision without notice:

- Artwork, including any work created or developed by the application of skill, taste or creative talent for sale, display or collection. This includes, but is not limited to, items (and their parts) such as paintings, drawings, vases, tapestries, limited-edition prints, fine art, statuary, sculpture, collectors' items, customized or personalized musical instruments.
- Film, photographic images, including photographic negatives, photographic chromes, photographic slides.
- Any commodity that by its inherent nature is particularly susceptible to damage, or the market value of which is particularly variable or difficult to ascertain.
- Antiques, or any commodity that exhibits the style or fashion of a past era and whose history, age or rarity contributes to its value. These items include, but are not limited to, furniture, tableware, and glassware.
- Glassware, including, but not limited to, signs, mirrors, ceramics, porcelains, china, crystal, glass, framed glass, plasma screens/flat panel display screens and any other commodity with similarly fragile qualities.
- Jewellery, including, but not limited to, costume jewellery, watches and their parts, mount gems or stones (precious or semi-precious, cut or uncut), industrial diamonds and jewellery made of precious metal.
- Furs, including, but not limited to, fur clothing, fur trimmed clothing and fur pelts.

- Precious metals, including, but not limited to, gold and silver bullion or dust, precipitates or platinum (except as an integral part of electronic machinery).
- Collector's items such as coins, stamps, sports cards, souvenirs and memorabilia.

(k) Any effort to declare a value in excess of the maximum amounts allowed in this Guide is null and void and the acceptance for carriage of any shipment bearing a declared value in excess of the maximum amounts allowed does not constitute a waiver of any provision of this Guide as to such shipment.

(l) The shipper is responsible for accurately completing the air waybill or other shipping documents, including completion of the declared value section. We cannot honour requests to change the declared value information on the air waybill.

Dimensional Weight (Volumetric Weight)

FedEx may, at any time during the carriage of the shipment, assess additional transportation charges based on the IATA volumetric standard. Dimensional weight pricing is applicable on a per shipment basis. Under the current IATA standard (which is subject to change without notice), dimensional weight is calculated by multiplying length x height x width of a package and dividing by 166 pounds (if multiplied in inches) or by 6,000 kilograms (if multiplied in centimetres). If the result exceeds the actual weight, charges may be assessed based on the dimensional weight.

Drop Off and Drop Off Discounts

Most shipments may be dropped off at a FedEx office, FedEx World Service Center®, FedEx Authorized ShipCenter® or FedEx® Drop Box. Please call 1.800.GoFedEx to see if your shipment can be dropped off. See “Dangerous Goods” for restrictions on dropping off Dangerous Goods.

Shipments that are: (1) dropped off at a FedEx office, FedEx World Service Center, FedEx Drop Box or Retail Affiliate; and (2) paid for by currency (not acceptable at all FedEx locations), cheque or credit card, or charged to a valid FedEx account number, may be eligible for a discount. This will result in a net rate that is less than the current list rate for each shipment unless the payor is participating in a discount program for regular users or using a coupon or discounted air waybill. In that case, the payor will receive the greater of: (1) the applicable drop off discount, or (2) the discount offered through a coupon or discounted air waybill, or (3) its regular discount. Discounts may not apply in some areas or during extended hours. Call 1.800.GoFedEx for details.

Duties and Taxes

(a) For international shipments, duties and all applicable taxes may be assessed on the contents of packages. Such charges will be billed automatically to the recipient unless the “Bill Sender Duties and Taxes” or “Bill Third Party Duties and Taxes” box is marked on the air waybill. In order to “Bill Sender” or “Bill Third Party”, a valid FedEx account number, Power of Attorney, Customer Profile Guide (CPG) and Business Number (Canada)/Employer Identification Number (US) must be provided. “Bill Sender Duties and Taxes” and “Bill Third Party Duties and Taxes” are options available only to specified locations. Call 1.800.GoFedEx for information regarding your delivery location. **REGARDLESS OF PAYMENT INSTRUCTIONS TO THE CONTRARY, THE SHIPPER IS ULTIMATELY RESPONSIBLE FOR THE PAYMENT OF ALL APPLICABLE DUTIES AND TAXES IF PAYMENT IS NOT RECEIVED.**

(b) Invoices for duties and taxes and the advancement fee are payable upon receipt.

(c) Wherever local law allows, we will submit your shipments to customs and other appropriate regulatory agencies for clearance, and may advance duties and taxes on behalf of the payor provided we have the appropriate authorization and credit arrangements have been made in advance.

(d) In the event FedEx advances duties and taxes on any given shipment on behalf of the payor, the payor will be assessed an advancement fee. See details in the FedEx Express Rates book in this Guide.

(e) Reimbursement On Delivery (R.O.D.)

- In certain cases, FedEx will require importers to pay customs duties and taxes at or prior to delivery of the shipment.
- These importers include customers with poor credit histories, customers without a valid FedEx account number, new FedEx customers, hotel guests, and departments within institutions.

(f) All requests for adjustments for overcharges for duties and taxes must be submitted in writing. Each written request must specify the air waybill number, reason for dispute, and be supported by all necessary customs documentation.

(g) All requests for duty and tax rebills should be made within 60 days from invoice date and require written or verbal consent from the bill-to party assuming liability for payment. The party requesting the rebill must obtain the consent.

Fuel Surcharges

We reserve the right to assess fuel and other surcharges on shipments without notice. The duration and amount of any surcharge will be determined at

our sole discretion. By tendering your shipment to FedEx, you agree to pay the surcharges, as determined by FedEx.

Hold at FedEx Location

Shipments marked “Hold at FedEx Location” (formerly known as “Hold and Notify” and “Hold for Pick Up”) will be held at the FedEx destination location for pick up by the recipient (providing this service is available at the destination station; contact Customer Service at 1.800.GoFedEx for availability). Hold at FedEx Location is not available for Dangerous Goods shipments at many Canadian, European, Japanese or U.S. FedEx offices. Hold at FedEx Location is not available for FedEx International First® and FedEx First Overnight® shipments. The recipient may be contacted by telephone, fax or email after the shipment arrives in the destination city provided that the sender has listed the telephone, fax number and/or email address of the recipient on the air waybill. After being held for five business days at the destination office, the shipment will be considered undeliverable (see “Undeliverable Packages”). Station hours vary from country to country. Canadian station addresses are listed in this book. Contact Customer Service at 1.800.GoFedEx for further details.

Inspection of Shipments

Without notice, we may, at our sole discretion, open and inspect any shipment and its contents at any time. Customs authorities, or other governmental authorities, may also open and inspect any shipment and its contents at any time.

Liabilities Not Assumed

WE WILL NOT BE LIABLE FOR ANY DAMAGES, WHETHER DIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL, IN EXCESS OF THE DECLARED VALUE OF A SHIPMENT, WHETHER OR NOT WE KNEW OR SHOULD HAVE KNOWN THAT SUCH DAMAGES MIGHT BE INCURRED, INCLUDING, BUT NOT LIMITED TO, LOSS OF INCOME OR PROFITS. We will not be liable for, nor shall any adjustment, refund or credit of any kind be made as a result of any loss, damage, delay, mis-delivery, non-delivery, misinformation or any failure to provide information except as may result from our sole negligence. We will not be liable for, nor will any adjustment, refund or credit of any kind be given as a result of, any loss, damage, delay, mis-delivery, non-delivery, misinformation or failure to provide information caused by or resulting in whole or in part from:

(a) The act, default or omission of the sender, recipient or any other party who claims an interest in the shipment.

(b) The nature of the shipment or any defect, characteristic or inherent vice, thereof.

(c) Your violation of any of the Terms and Conditions in this Guide, the air waybill, and any applicable tariff, including but not limited to, improper or insufficient packing, securing, marking or addressing, or failure to observe any of the rules relating to shipments not acceptable for transportation or shipments acceptable only under certain conditions. More information on proper packaging is included in this Guide.

(d) Your violation of any applicable international treaty, law, government regulation, order or requirement.

(e) "Acts of God", perils of the air, public enemies, criminal acts of any person(s) or entities, including, but not limited to, acts of terrorism, public authorities acting with actual or apparent authority, acts or omissions of customs or quarantine officials, riots, strikes or anticipated strikes (of any entity, including, but not limited to, other carriers, vendors or suppliers), other local disputes, civil commotion, hazards incident to a state of war, weather conditions (as determined solely by FedEx), natural disasters (earthquakes, floods and hurricanes are examples of natural disasters), national or local disruptions in air or ground transportation networks (as determined solely by FedEx), conditions that present a danger to our personnel, or disruption or failure of communication and information systems (including, but not limited to, our systems). In such circumstances, we will make reasonable efforts to transport and deliver packages to their destination as quickly as practicable under the circumstances; and we are under no duty to advise you of the potential or actual existence of any one or more of these circumstances.

(f) Amendments, modifications and supplements of FedEx's service schedule in the event of any of the matters referred to in paragraph (e) above. In such circumstances, we will make reasonable efforts to transport and deliver packages to their destination as quickly as practicable under the circumstances; and we are under no duty to advise you of the potential or actual existence of any one or more of these circumstances.

(g) Acts or omissions of any person or entity other than FedEx, including compliance by FedEx or its agents with verbal or written delivery instructions from the sender or recipient, or persons claiming to represent the sender or recipient.

(h) Our compliance with verbal or written delivery instructions from the sender, recipient or persons claiming to represent the shipper or recipient.

(i) Loss of, or damage to, articles packed and sealed in packages by the sender, provided the seal is unbroken at the time of delivery and the package retains its basic integrity and recipient did not make note of the damage on the delivery record at the time of delivery.

(j) Delays caused by customs clearance procedures or those of other regulatory agencies, or by our adherence to our policies regarding the payment of duties and taxes.

(k) Our inability to provide a copy of the delivery record, or a copy of the air waybill or a copy of the signature on delivery.

(l) Erasure of data from or the loss or irretrievability of data stored on magnetic tapes, files or other storage media, or erasure of photographic images or soundtracks from exposed film.

(m) OUR FAILURE TO COMPLY WITH ANY "PACKAGING ORIENTATION" GRAPHICS (E.G. "UP" ARROWS, "THIS END UP" MARKINGS), "FRAGILE" LABELS OR ANY SENDER INSTRUCTIONS/LABELS ON A SHIPMENT, OR DAMAGE TO SHIPMENTS NOT IN PACKAGING APPROVED BY US PRIOR TO SHIPMENT WHERE SUCH PRIOR APPROVAL IS RECOMMENDED OR REQUIRED HEREIN.

(n) Concealed or other damage to fluorescent tubes, neon lighting, neon signs, X-ray tubes, laser tubes and light bulbs. Due to the extremely fragile nature of these items, we discourage the shipment of these items.

(o) The shipment of perishables, unless shipped in accordance with the "Perishables" section of these Terms and Conditions.

(p) Loss of currency, including bank drafts, included in a shipment with or without the knowledge of FedEx.

(q) Shipments released without obtaining a signature if the shipper and/or recipient has provided authorization by signing a Release Delivery Authorization and Indemnification Agreement.

(r) Our failure or inability to attempt to contact the sender or recipient concerning incomplete or inaccurate address; incorrect, incomplete, inaccurate or missing documentation; payment of duties and taxes necessary to release a shipment; or an incomplete or incorrect customs broker's address.

(s) Our failure to notify you of any damage to, or loss, delay, shortage, mis-delivery or non-delivery of, your shipment.

(t) Any damage to briefcases, luggage, garment bags, aluminum cases, plastic cases, computer cartons or

similar types of items whose outer finish might be damaged by adhesive labels, soiling, marking, or other types of surface damage that is normal with ordinary care in handling unless placed in a protective container for shipment.

(u) Your failure to provide a method of payment acceptable to FedEx such as a FedEx account number in good standing. You, the shipper, will always be primarily responsible for all charges, including transportation charges, and all duties, customs assessments, governmental penalties and fines, taxes and our legal fees and costs, related to your shipment. Further and without limiting the generality of the foregoing, you shall indemnify us and hold us harmless against all liabilities, losses, claims, damages, costs and expenses of any nature whatsoever, incurred as a consequence of your non-observance of any applicable international treaties, laws, government regulations, orders or requirements which you are required to observe relating to your shipment.

(v) If a shipment is refused by the recipient, leaks or is damaged, the shipment will be returned to the sender if possible. If the sender refuses to accept the returned shipment or it cannot be returned for any reason, the shipper is responsible for and will reimburse FedEx for all costs and fees of any type connected with the disposal of the shipment, and all costs and fees of any type connected with the clean up of any spill or leakage.

(w) Our acceptance of a shipment to a destination city not served in a country to which FedEx service is provided. We may attempt to complete the delivery. However, in such circumstances, we will not be liable and we will not provide any proof of delivery. The delivery commitment listed for such country will not apply and the applicable rate will be the highest for that country plus the maximum extended service area surcharge. Such shipments will not be eligible for the Money-Back Guarantee.

(x) The shipper's failure to delete all shipments entered into a FedEx self-invoicing system, Internet shipping device or any other automated shipping method used to ship a package, when the shipment is not tendered to FedEx.

(y) Loss or damage to any package for which we have no record of receipt.

(z) The shipment of scale models (including, but not limited to, architectural models, doll houses, etc.)

(AA) The shipper's failure to provide accurate delivery address information.

(BB) The shipment of computers or any components thereof or any type of electronic equipment when shipped in any FedEx packaging other than FedEx laptop packaging or in the manufacturer's original packaging.

(CC) Any shipment containing a prohibited item. (See "Prohibited Items")

Method of Payment

There are three recommended forms of payment: cheque, credit card (MasterCard, Visa, American Express, Diners Club), and charge to a valid FedEx account number in good standing. If a customer elects to "Bill Sender", "Bill Recipient" or "Bill Third Party" and (1) fails to include an account number or (2) indicates an incorrect account number, FedEx may charge a special handling fee per air waybill or express manifest to defray the extra expense of billing such items. Payment by cash is available only at designated locations. Payment by electronic funds transfer is available only by prior written agreement. If payment is by cheque the cheque must contain the payor's name, address, telephone number, drivers license and credit card number of any of the major credit cards accepted by FedEx. Call 1.800.GoFedEx for further information.

Money-Back Guarantee* Policy

We offer two Money-Back Guarantees, subject to the terms and conditions set out in this Guide. These Guarantees can be suspended or revoked at our sole discretion without prior notice, at any time, and from time to time, in respect of all customers or any particular customer. These two Guarantees are:

(a) Service Failure

For U.S.- and Canadian-based payors, we will, at our option and upon request, either refund or credit to the applicable invoice only your transportation charges, if we deliver your shipment more than 60 seconds after the applicable delivery commitment time ("service failure").

For FedEx Next Flight™ and FedEx International Next Flight™, for Canadian based payors, we will, at our option and upon request, either refund or credit to the applicable invoice only your transportation charges, if we deliver your shipment more than 60 seconds after our last Quoted Delivery Time. NOTE: The Quoted Delivery Time may be changed for a variety reasons, including, but not limited to, customs, flight delays or cancellations resulting from air traffic control, weather or mechanical problems. If the delivery commitment is changed, the Money-Back Guarantee will only be applicable to the latest Quoted Delivery Time. You agree that our records regarding Quoted Delivery Times will constitute conclusive proof of any such quotes.

The following limitations apply:

1. Where customs or other regulatory clearances are delayed, our delivery commitment time may be modified by adding one business day for each day (or portion thereof) that such clearances are delayed.

2. An exact delivery commitment time can be obtained only by telephoning Customer Service at 1.800.GoFedEx, and supplying us with the following:

- Air waybill number
- Date of the shipment
- Exact destination
- Weight of shipment

Any transit time published in this Guide or elsewhere or quoted by Customer Service without the above noted information is only an estimate and is not a stated delivery commitment time.

3. To qualify for a refund or credit due to a service failure, you must notify us of the service failure and request a refund or credit of your transportation charges in compliance with the conditions listed below. If you do not comply with these conditions, you are not entitled to receive a refund or credit and cannot recover compensation for a service failure in any lawsuit.

(i) For invoiced shipments and for shipments sent using an automated shipping device, we must receive your request for refund or credit (by email or telephone only) for service failure within 15 calendar days from the original invoice date.

(ii) For shipments that we do not invoice (paid by cash, cheque, money order, or credit card), you must request your refund or credit (by email or telephone only) for service failure within 15 calendar days from the date of the shipment.

(iii) Notification of a service failure must include the FedEx account number, if any, the air waybill or FedEx tracking number, the date of shipment and complete recipient information.

(iv) No written requests for refunds or credits will be accepted. To request a refund via email, complete the Money-Back Guarantee Request Form. To request a refund via telephone, call 1.800.GoFedEx (1-800-463-3339).

(v) A partial payment against an invoice is not considered a request for invoice adjustment or notice of a refund request. A notification of the reason for an unpaid charge with your payment is not considered a request for an invoice adjustment or notice of a refund request if the reason relates to a service failure.

4. A credit or refund under our Money-Back Guarantee Policy will be applied only against charges for the shipment giving rise to the credit.

5. A service failure will not be deemed to have occurred if after you notify us we provide you with:

(i) Proof of timely delivery, consisting of the date and time of delivery and name of the person who signed for the shipment, or

(ii) Service exception information reflecting that the failure to timely deliver resulted from circumstances described under “Liabilities Not Assumed”.

6. We are not obligated to respond if your request is not received within the time limits stated above.

7. A service failure will not be deemed to have occurred if payment is not made in accordance with the terms set out in this Guide and the package was held until alternate payment arrangements were secured.

8. Only one refund or credit is permitted per package. In the case of multiple-package shipments, this Money-Back Guarantee will apply to every package in the shipment. If a service failure occurs for any package within the shipment, a refund or credit will be given only for the portion of the transportation charges applicable to that package.

9. A refund or credit will be given only if complete recipient information was provided at the time of tender to FedEx. Complete recipient information must be provided on either the air waybill or through any FedEx automated device.

10. A refund or credit will not be given for shipments delayed due to incorrect addresses or to the unavailability or refusal of a person to accept delivery, whether or not the package is returned to the shipper, or sign for the package or due to any of the causes described under “Liabilities Not Assumed”.

11. A refund or credit will not be given when we have been authorized to deliver a package without obtaining a signature, but we do not deliver such package without obtaining a signature.

12. This Money-Back Guarantee does not apply to requests for invoice adjustment based on overcharges (see “Billing”) or shipments to P.O. Box addresses acceptable for delivery (see “Post Office Box Addresses”).

13. This Money-Back Guarantee applies only to transportation charges paid by U.S.- and Canadian-based payors and does not apply to duties, taxes or any other charges.

14. A refund or credit will not be given to customers using FedEx automated shipping devices if incorrect FedEx tracking numbers are applied to the subject package or shipment.

15. This Money-Back Guarantee applies only to shipments tendered using FedEx Next Flight™, FedEx First Overnight®, FedEx® Priority Overnight, FedEx International Next Flight™, FedEx® International Priority, FedEx International First® and FedEx® International Economy. Contact Customer Service at 1.800.GoFedEx for further information.

16. The Money-Back Guarantee for shipments destined for our extended service areas applies only to the portion of the transportation provided directly by us.

17. This Money-Back Guarantee does not apply to undeliverable or returned shipments or any shipment containing dangerous goods or dry ice.

18. This Money-Back Guarantee does not apply to delays in delivery caused by adherence to FedEx policies regarding the payment of duties and taxes prior to customs clearance or at delivery.

19. See "FedEx® International Broker Select" for additional restrictions on the Money-Back Guarantee applicable to such shipments.

20. Credits for transportation charges will be applied to the payor's account only, and refunds will be made payable to the payor only.

21. This Money-Back Guarantee does not apply to FedEx International Priority DirectDistribution Freight™ service if Piece Count Verification or Appointment Delivery options are chosen.

(b) Package Status

At our option, we will either refund or credit your transportation charges upon request, if we cannot report the status of your package within 30 minutes of inquiry (unless due to the fault of the customer).

Package status is defined as the most recent electronically-scanned location of your package reflected in our COSMOS tracking system. In order to qualify for this Money-Back Guarantee due to untimely package status reporting, you are subject to the following limitations:

- 1.** You must telephone us within our business hours and make your request within 15 days after the date of shipment.
- 2.** Written requests will not be accepted.
- 3.** The response period under this Money-Back Guarantee is 30 minutes per package. Where more than one package status inquiry is made in a call, we will respond within 30 minutes of our receiving all package related information.
- 4.** You must provide your FedEx account number, if any, the air waybill or FedEx tracking number, date of shipment, pieces and weight and the recipient's name, address and postal/zip code on the first call.
- 5.** Only one refund or credit is permitted per package. In the case of multiple package shipments, this Money-Back Guarantee will apply to each package in the shipment, but a refund or credit is only available on those packages whose status is not timely reported.
- 6.** This Money-Back Guarantee is only applicable to shipments within Canada or from Canada to the continental U.S. and does not apply to those delivery points outside FedEx direct service areas. Call 1.800.GoFedEx for further information on FedEx direct service and extended service areas.

7. This Money-Back Guarantee does not apply to requests made to FedEx via the Internet.

8. Credits for transportation charges will be applied to the Payor's account only and refunds will be made payable to the payor only.

9. This Money-Back Guarantee does not apply to FedEx Next Flight™ and FedEx International Next Flight™ services.

10. This Money-Back Guarantee does not apply to FedEx® International Priority DirectDistribution and FedEx International Priority DirectDistribution Freight™ services.

Holidays in international locations will affect our transit times. Contact Customer Service at 1.800.GoFedEx for information on delivery commitments which may be affected due to the observance of these holidays. Deliveries normally scheduled to be made on the day of holiday observance will be rescheduled for delivery on the next business day. The delivery commitment for application of the Money-Back Guarantee Policy will be extended for a period equal to the length of the holiday.

There are no delivery commitments for shipments on which the Money-Back Guarantee is suspended.

* Offer void where prohibited by law.

Multiple Package Shipments

(a) Multiple package shipments are acceptable to all international points served by FedEx.

(b) You may ship from 1 to 999 packages (except shipments in FedEx Envelope, FedEx® Pak, FedEx® 10Kg Box and FedEx® 25Kg Box) going to a single recipient from the same point of origin, and moving on one FedEx air waybill (some weight limitations may apply). Shipments exceeding 500 pounds (227 kilograms) for international and 250 pounds (114 kilograms) for domestic require advance arrangements with FedEx. You must call us to arrange for pick up commitments and delivery commitments.

(c) A separate address label must be applied to each package in a shipment. The recipient's complete name, address and phone number must be clearly indicated.

(d) You may ship only one FedEx Envelope, FedEx® Pak, FedEx® 10Kg Box or FedEx® 25Kg Box per air waybill.

Package Tracking Service

Tracking of packages is available upon customer request. Call 1.800.GoFedEx and a Customer Service Representative will assist you. To track your package, you must have the following information when you call us:

- (a) Air waybill number
- (b) Date of shipment
- (c) Recipient's name and address
- (d) Number of packages and total weight of shipment
- (e) Contents and value of shipment
- (f) Your name and phone number, so we can call you back with the information you need

Packing and Marking

(a) All packages must be prepared and packed by the sender for safe transportation assuming ordinary care in handling. Any articles susceptible to damage as a result of any conditions which may be encountered in air transportation, such as changes in temperature or atmospheric pressure, must be adequately protected by the sender. Each shipment must be legibly and durably marked with the name, address and postal/zip code of the sender and recipient. Address labels should be placed on two sides of each package in the shipment. An additional label should be enclosed inside each box. The FedEx Envelope and FedEx® Pak are designed to contain documents or flat, non-fragile material only and should not be used for other goods, which may be susceptible to damage.

(b) FedEx packaging or corrugated boxes in good rigid condition large enough to allow cushioning of contents on the top, bottom and sides should be used. Briefcases, luggage, garment bags, aluminum cases, plastic cases, computer cartons or similar types of items whose outer finish might be damaged by adhesive, labels, soiling, marking or other types of surface damage that is normal with ordinary care in handling should be placed in a protective container for shipment.

(c) For packing and marking of shipments containing Dangerous Goods, see "Dangerous Goods".

(d) Blood, urine and other liquid diagnostic specimens will only be accepted when shipped in a watertight primary receptacle and watertight secondary packaging and if not restricted by the destination country. An absorbent material must be placed between the primary receptacle and the secondary packaging. If multiple primary receptacles are placed in a secondary packaging, they must be wrapped individually to ensure that contact between them is prevented. The absorbent material, such as cotton wool, must be sufficient to absorb the entire contents of all primary receptacles.

It is the responsibility of the sender to ensure adequate absorbent material is used. Sturdy outside packaging constructed of corrugated fiberboard, wood, metal or plastic must be used. This outside packaging should be large enough to accommodate a FedEx® air waybill and pouch. Unacceptable forms of

packaging for blood, urine and other liquid diagnostic specimens consist of FedEx supplied packaging: FedEx Envelope, FedEx® Pak, FedEx® Box, FedEx® Tube, FedEx® 10Kg Box or FedEx® 25Kg Box; Styrofoam, plastic bags and paper envelopes. FedEx will refuse to accept packages not meeting these and other governmental requirements. For additional information or assistance in locating approved packaging materials, call FedEx Customer Service at 1.800.GoFedEx.

(e) It is the shipper's sole responsibility to complete the air waybill or the "Shipper's Declaration for Dangerous Goods", if appropriate, or verify that they have been completed correctly.

Perishables

We do not provide temperature-controlled shipments and will not be liable for commodities that could be damaged by exposure to extreme heat or cold. Perishable items shall be accepted solely at the shipper's risk for damage, regardless of whether the package was delivered on time. FedEx Express customers may contact FedEx Packaging Design and Development (1-800-633-7019) prior to shipping for helpful packaging and shipping information.

Pick Up and Delivery Service

(a) Pick up service is provided by FedEx only in our direct service areas Monday through Friday at no additional charge. When a customer elects to use a cartage agent to pick up a shipment for delivery to a FedEx office, the customer is responsible for paying all charges assessed by the cartage agent.

(b) Delivery service is provided by FedEx Monday through Friday at no additional charge to destinations within direct service areas.

(c) A special handling fee will be applied to shipments picked up or delivered on Saturday.

(d) Cartage agents are utilized for pick ups and deliveries in extended service areas. Depending on the final destination and whether the shipment is domestic or international, a surcharge will be applied. A higher surcharge will be applied for shipments picked up from or delivered to the Northwest Territories, Nunavut and Yukon. Shipments picked up from or delivered to Alaska, Hawaii or Puerto Rico will be subject to a surcharge for a FedEx Envelope or a FedEx® Pak or a surcharge for FedEx® International Economy or FedEx® International Priority shipments (other than FedEx Envelope or FedEx® Pak). See details in the FedEx Express Rates book, or call FedEx Customer Service at 1.800.GoFedEx.

(e) All shipments within our direct service area are delivered to the RECIPIENT'S physical address, but

not necessarily to the recipient personally. Shipment addresses must always include the complete street address of the recipient, and telephone or fax number. In accordance with RECIPIENT'S instructions, packages can be left at designated locations without obtaining a recipient signature. Packages cannot be delivered to post office boxes; however, post office box addresses are accepted in certain countries (excluding USA) provided a recipient telephone number is specified on the air waybill (see "Post Office Box Addresses", or call 1.800.GoFedEx for details on areas excepted).

(f) Shipments to hotels, government offices or installations, university campuses or other facilities which utilize a mailroom or central receiving area, may be delivered to the central receiving area.

(g) Any person scheduling a pick up other than the sender must have a valid "Bill to" FedEx account number; otherwise, payment must be collected in advance, billed to a valid sender's FedEx account number or to a major credit card.

(h) Non-productive pickups may result in cancellation of the pickup service.

(i) Your shipment may be delayed or returned if we determine at any time that it is billed to a FedEx account number which is not in good credit standing.

(j) If we accept a shipment to a destination city not served in a country to which FedEx service is provided, we may attempt to complete the delivery. However certain limitations will apply, see "Liabilities Not Assumed".

(k) Shipments may be delivered and released without obtaining a signature if the sender has authorized a release by signing the Release Signature Section of the air waybill or by completing the Release Delivery Authorization and Indemnification Agreement for Shippers (obtained through your local FedEx office or your FedEx Account Executive). A shipment may also be released without obtaining a signature if the recipient has provided authorization by signing the Release Delivery Authorization and Indemnification Agreement for Recipients (obtained through your local FedEx office or your FedEx Account Executive). A recipient is not required to have a FedEx account number to obtain an authorization to release shipments. Authorization to release shipments will be allowed only to customers who have established a satisfactory payment history. We also reserve the right to release packages at residential delivery locations without obtaining a signature, provided that none of the restrictions in paragraph (l) below apply.

(l) Some shipments will not be released without a delivery signature even where release is authorized including, but not limited to:

- "Bill Recipient" shipments when the recipient does not have a FedEx account or where a recipient's account is on "cash only" status (requires payment or a valid FedEx account number at the time of delivery).
- Damaged Shipments.
- Dangerous Goods shipments.
- Drugs, firearms or perishable goods.
- Indirect deliveries.
- Invalid or missing credit card number (requires payment or a valid FedEx account number at the time of delivery).
- One or more packages in a multiple package shipment where all packages cannot be safely released.
- The delivery location or circumstances are unsuitable for unattended delivery as determined in our sole discretion.

(m) Shipments are delivered to the recipient's physical address shown on the air waybill, but not necessarily to the named recipient personally. We do not offer restricted delivery services, and we may make an "indirect" delivery. Indirect delivery is a completed delivery to an address other than the address on the air waybill. Packages cannot be delivered to P.O. boxes or P.O. box postal zip codes. Package addresses must include the complete street address of the recipient.

(n) If a shipment is addressed to a rural route or concession or side road number, because no street address exists, the area code and telephone number of the recipient must be indicated on the shipment or air waybill. If this information is not provided, an attempt may be made to locate the recipient, but no refund or credit will be available under the Money-Back Guarantee. Use of a rural route or concession, or side road number may result in a delivery delay. If the recipient cannot be located after reasonable efforts, the shipment will be treated as undeliverable (see "Undeliverable Packages").

(o) FedEx may, at its sole discretion, use alternate pick up and delivery arrangements. We may also, in our sole discretion, refuse to pick up or deliver a package or shipment.

(p) The delivery commitment for FedEx Next Flight™ and FedEx International Next Flight™ services will be the delivery time quoted to each customer. The Quoted Delivery Time will vary for each shipment and will depend on the availability of suitable commercial airline flights or the time required to drive the shipment from the origin to the destination, whichever is faster. A Quoted Delivery

Time may be changed for a variety of reasons, including but not limited to, customs, flight delays or cancellations resulting from air traffic control, weather or mechanical problems. In the event of the occurrence of any of the foregoing, the FedEx Next Flight Service Desk shall quote a new delivery time to shipper and consignee (if requested by shipper) by telephone or by Customer's reasonably requested method. This new delivery time shall then become the Quoted Delivery Time. Two attempts will be made to reach shipper and two attempts to reach consignee (if requested by shipper). Any such change to the Quoted Delivery Time will be logged into the tracking system.

Post Office Box Addresses

Shipments addressed to post office boxes in Canada and certain other countries, excluding U.S. destinations, are accepted by FedEx. The recipient's phone number must be included on the air waybill. Packages cannot be delivered to post office boxes. The recipient will be contacted by FedEx in the destination city for pick up of the shipment at the closest FedEx location. Please call 1.800.GoFedEx for more information on areas accepting shipments addressed to post office boxes. Our normal delivery commitments and our Money-Back Guarantee do not apply to post office box shipments.

Privacy

By sending or receiving a shipment, or being identified as the Third Party for billing purposes, you consent to the collection, use, or disclosure of personal information about you by FedEx for the following purposes:

- To provide timely, reliable and value-added services to customers including domestic and international shipping, shipment tracking, customs brokerage, account management and billing, global logistics, supply chain management, information management and technical support, e-commerce, and related services;
- To establish a customer relationship and to communicate with customers;
- To develop, implement, market, and manage services for customers;
- To assist in law enforcement purposes, to collect unpaid debts, for credit reporting and rating purposes, and to protect the business interests of FedEx and its customers;
- To manage and promote the business activities of FedEx; and
- To meet requirements imposed by law.

In particular, with respect to a shipment, you consent to the disclosure by FedEx of personal information about you to the shipper, the recipient and the party

identified as the Third Party for billing purposes, as the case may be.

Proof of Delivery – Verbal

When requested by the sender or recipient, verbal confirmation of delivery (date, time and name of person who signed for the shipment) is available. This information is usually available within 30 minutes of scheduled delivery commitment to FedEx locations in the U.S. and Canada. In all other countries, this information is usually available by 12:00 midnight local time in the country of delivery on the day following scheduled delivery to FedEx direct service locations or extended service areas. Proof of delivery is not available for document shipments to Tunisia and not available for either document or non-document shipments to Equatorial Guinea.

For FedEx Next Flight™ and FedEx International Next Flight™ services, a proof of delivery phone call to the shipper stating the date and time of delivery and the name of the person who signed for the shipment will be performed for every shipment. Two attempts will be made to reach the shipper by telephone. A faxed proof of delivery will also be provided upon request by the shipper or the recipient.

Proof of Delivery – Written

When requested within one year of the shipping date, FedEx will, at its option, furnish a photostatic copy of the destination delivery record or electronically captured delivery information for deliveries made within FedEx direct serviced areas. We assume no liability for our inability to provide a copy of the delivery record. Proof of delivery is not available for document shipments to Tunisia and not available for either document or non-document shipments to Equatorial Guinea. Proof of delivery is also available from our website fedex.ca.

Qualified Acceptance of Shipments

We reserve the right to refuse, hold or return a shipment for any reason including, but not limited to, when in our opinion: (a) the shipment would be likely to cause damage or delay to other shipments, equipment or personnel, (b) the carriage of the shipment may be prohibited by law or may violate any of the Terms and Conditions as amended from time to time, (c) payment is not made in accordance with the terms set out in the Terms and Conditions, (d) acceptance of the shipment or shipments may jeopardize the provision of service to other customers, as solely determined by FedEx, or (e) the shipment is likely to sustain damage or loss in transit because of improper packaging or otherwise. We have no liability whatsoever for refusal or rejection of shipments.

Rate Quotations

Any rate quotation given by FedEx before the shipment has been tendered is an estimate only. The final rate will depend on the weight, type of service requested, dimensional weight, or special handling fees at the time of shipping. We are not liable for, nor will any adjustment, refund or credit of any kind be made, as a result of discrepancy in any rate or service quotation made prior to the shipment and the rates, and other charges that we invoice to you.

Re-Delivery Service

(a) If delivery of a shipment cannot be completed on the initial delivery attempt, we will at our sole option, either attempt re-delivery, and/or hold the shipment at our facility and an attempt may be made to notify the recipient to establish further instructions. Re-delivery service will be provided at no additional charge. A notice of attempted delivery will be left at the recipient's address after each attempted delivery.

(b) If after two attempted deliveries and/or two attempts to notify the recipient, or after being held for five business days from the date the shipment is received and has cleared customs in the destination station, the shipment will be considered undeliverable (see "Undeliverable Packages"). For packages destined to a residential address in the U.S., one delivery attempt will be made, then we will, at our sole option, either attempt re-delivery or hold the shipment at our facility and contact the recipient or shipper for further instructions. After five business days from the date of the shipment, the shipment will be considered undeliverable (see "Undeliverable Packages").

Restrictions (International)

(a) Size restrictions vary by country. Call 1.800.GoFedEx for further information.

(b) Weight limits vary by country. Call 1.800.GoFedEx for further information.

(c) For shipments exceeding 1,000 pounds (455 kilograms) in total weight or 1,000 pieces whose delivery destination is a major market, or shipments exceeding 500 pounds (227 kilograms) or 500 pieces whose delivery destination is a non-major market, the sender must make special pick up arrangements with FedEx by 12:00 noon on the day of shipment to determine specific commitments, to arrange for pick up and to schedule delivery within the requested time. Shipments requiring special pick up arrangements for Saturday outbound service must be pre-arranged on previous business day.

(d) There is no limit on the aggregate weight of a multiple package shipment (except to Argentina) provided each individual package within the

shipment does not exceed any per package weight limit for the destination. Additional restrictions may apply depending on the destination and various regulatory clearance requirements. In addition, customs clearance may be required for certain commodities, and may extend the transit time.

(e) FedEx® Pak shipments destined for the U.S., Europe and the Far East receive the special FedEx® Pak rate only if their weight is 2.2 pounds (1 kilogram) or less. If the gross weight of a FedEx® Pak exceeds 2.2 pounds (1 kilogram), it will be billed according to its weight at FedEx® International Priority rates. A FedEx® Pak to all other international destinations will be billed according to its weight at FedEx International Priority rates in all cases.

(f) If the gross weight of a FedEx Envelope, including packaging, contents and air waybill, exceeds 0.5 pound or 8 ounces (227 grams), it will be billed at the applicable FedEx International Priority/FedEx® Pak rate. Contents (documents or non-fragile flat materials only) must fit in packaging so that it can be sealed normally to prevent damage.

(g) FedEx Envelope, FedEx® Pak, FedEx® 10Kg Box and FedEx® 25Kg Box shipments must be tendered in the appropriate FedEx packaging.

(h) No more than one type of service may be indicated on a single air waybill and no more than one FedEx Envelope, FedEx® Pak, FedEx® 10Kg Box and FedEx® 25Kg Box may be shipped on a single air waybill.

(i) You are allowed to ship up to ten (10) different commodities on a single air waybill.

(j) Blood, urine and other liquid diagnostic specimens containing etiological agents are considered Dangerous Goods (see "Dangerous Goods"). IATA and Canadian Transportation of Dangerous Goods regulations apply. Other blood, urine and liquid diagnostic specimens must be packaged to specific standards (see "Packing and Marking").

(k) Laptop, desktop, notebook, mini-computers or any type of electronic equipment must not be shipped in any regular FedEx packaging. Manufacturer's original packaging or FedEx approved packaging for laptops is recommended. Call our Packaging Design and Development lab at 1-800-633-7019 for more information.

(l) The following items are not acceptable for carriage to any international destinations unless otherwise indicated by FedEx. (Additional restrictions may apply depending on destination. Various regulatory clearances in addition to customs

clearance may be required for certain commodities; therefore, extending the transit time. Call 1.800.GoFedEx for any additional specific country restrictions):

- Foodstuffs:
 - Perishable foodstuffs and beverages
 - Non-perishable foodstuffs and beverages that are not appropriately packed. Non-perishable foodstuffs and beverages that are packed in appropriate containers are acceptable (with a two day addition to transit times) to: Belgium, Canada, Channel Islands, England, France, Germany, Hong Kong, Northern Ireland, Republic of Ireland, Italy, Liechtenstein, Luxembourg, Monaco, Netherlands, Scotland, Singapore, Switzerland, the United States and Wales. If sugar or coffee are being sent to Japan, only samples are acceptable.
- Live insects, animals, birds, reptiles and plants, including cut flowers (cut flowers are acceptable to selected points in the United States and to Canada – advance arrangements are required).
- Dead animals or animals that have been mounted.
- Live Fish/Seafood: We will accept live fish/seafood such as lobsters or crabs on an exception basis only when FedEx pre-shipment procedures are followed and provided the shipper is in compliance with all applicable laws, governmental regulations, orders or requirements including, but not limited to, the U.S. Food and Drug Administration food safety regulations. Customers must contact their FedEx Account Executive to complete the procedures. The packaging for such live fish/seafood must be tested and approved by the FedEx Packaging Design and Development Department prior to the shipment being accepted by FedEx. If there are any questions regarding the testing process, please call 1-800-633-7019 and speak to the packaging staff. It is ultimately the responsibility of the shipper to adequately package the shipment for all temperature extremes and handling that may be encountered.
- APO/FPO addresses, with exceptions. Call 1.800.GoFedEx.
- C.O.D. shipments.
- Human corpses, human organs or body parts: cremated or disinterred human remains.
- Drugs, prescriptions, except to certain countries. Call 1.800.GoFedEx for further information. Also see item (p) below.
- Explosives (except Class 1.4)
- Firearms, weaponry and parts thereof.

- Money (including coins [except collectible coins], cash, currency or paper money). FedEx does not accept shipments of cash under any circumstances. If a shipment of cash is sent, FedEx will deposit the cash in a bank account subject to the following terms: (i) if the cash shipped is under \$100, a cheque for the cash shipped less an administration fee of 25% of the cash shipped will be mailed to the shipper; and (ii) if the cash shipped is over \$100, a cheque for the cash shipped less an administration fee of \$35 will be mailed to the shipper.
- Negotiable stocks, bonds, bank drafts, cash letters, and other negotiable instruments equivalent to cash.
- Gambling devices.
- Lottery tickets.
- Liquor and alcoholic beverages except between licensed distributors (advance arrangements are required).
- Tobacco, in certain countries only. Call 1.800.GoFedEx for further information.
- Pornography.
- The following Dangerous Goods: Explosives (unless pre-approved by FedEx) and FX-04 Class 8 Corrosives which includes UN 2031 nitric acid over 40% concentration; UN 1796 nitrating acid, mixture over 40% concentration; UN 1826 nitrating acid mixtures, spent over 40% in original solution; UN 1873 perchloric acid, over 50% concentration; poisons in IATA class 6.1 packing group I and II (unless pre-approved by FedEx); any substance bearing a poison gas label; hazardous waste. Also see item (m) below.
- Furs and fur clothing require two additional days transit time and are restricted except to: Belgium, Channel Islands, England, France, Germany, Hong Kong, Northern Ireland, Republic of Ireland, Italy, Liechtenstein, Luxembourg, Monaco, Netherlands, Scotland, Singapore, Switzerland and Wales. Furs from endangered species are NOT acceptable to any destination.
- Hazardous waste and used hypodermic needles and/or syringes, sharps or medical waste.
- Personal effects where the importer is claiming duty-free entry.
- Shipments moving under a carnet (allows temporary import for display, etc. without duties), unless advance arrangements are made.
- Drawback claims (request for refund of import duties at time of export), unless advance arrangements are made.

- Shipments requiring Temporary Importation Bonds (T.I.B.s – allows temporary import for repairs, etc.), unless advance arrangements are made.
- Wet ice (for Dry Ice, see item (r) below).
- Any shipment which, in our judgment, could cause damage to, or delay of, equipment, personnel or other shipments.
- Any shipment which may require us to obtain a license or permit for its transportation, importation or exportation.
- Any item whose carriage is prohibited by any applicable international treaty, law, government regulation, order or requirement of the country of origin or destination, or of any country through which the shipment may transit.
- Shipments that are wet, leaking or emit a foul odour.

(m) The following Dangerous Goods are allowed to any FedEx destination to which we offer Dangerous Goods service (except Alaska, other than Anchorage, Kenai, Juneau and Fairbanks) (contact FedEx Customer Service at 1.800.GoFedEx for further details on availability):

- Gases, flammables, oxidizers, corrosives, organic peroxides, infectious substances, Dry Ice, asbestos and batteries (IATA classes 2, 3, 4, 5, 6.2, 8 and 9). Additionally, the following conditions apply to shipments of poisons and radioactives:
- Poisons are subject to the following conditions:

Classes 6.1, Packing Groups I and II

U.S. to Canada	Acceptable if tendered in DOT exemption packaging; Refer to IATA, FX-02
Canada to U.S.	Unacceptable**
U.S./Canada to and from Europe	Unacceptable**

Classes 6.1, Packing Group III

U.S. to and from Canada	Acceptable
U.S./Canada to and from Europe	Acceptable

Radioactives are subject to the following conditions:

White:

Canada to the U.S./U.K.	Acceptable*
U.K. to the U.S./Canada	Acceptable*
U.S. to the U.K./Canada	Acceptable*

Yellow II and III:

To and from Canada/U.S.	Acceptable*
All other destinations	Unacceptable**

FedEx will NOT accept or transport any Type A or Type B radioactive material (Class 7) that weighs more than 150 pounds (68 kg) per package. For further information, please call 1.800.GoFedEx.

* All radioactive materials must be transported in either Type A or Type B packaging or “Excepted Packaging” as allowed by IATA Regulations. If shipped in Type B (u) or Type B (m) packaging it must be of a design approved by the Atomic Energy Control Board of Canada.

** Unless pre-approved by FedEx.

(n) The following “Accessible” Dangerous Goods are prohibited when using FedEx® International Economy service:

- Class 1: Explosives
- Class 2: Gases
 - 2.1 – Flammable gases
 - 2.2 – Non-flammable gases with a cargo aircraft only label
- Class 3: Flammable liquids
- Class 4: Flammable solids. Spontaneously combustible. Dangerous when wet
- Class 5: Oxidizer and Organic Peroxide
- Class 8: Corrosive material

(o) Cosmetics of any type are unacceptable for shipment to many countries. Please call FedEx Customer Service at 1.800.GoFedEx for further information.

(p) Non-prescription drugs are unacceptable for shipment to many countries. To determine the acceptability to a specific country, please call 1.800.GoFedEx. Because laws and regulations regarding admissibility and clearance procedures vary by destination country, FedEx will assume no responsibility for delivery delays. In the event the shipment does not clear proper regulatory agencies, it will be deemed undeliverable (see “Undeliverable Packages”). If there is any question regarding the admissibility of non-prescription drug shipments, we suggest that the sender either contact the recipient to determine entry requirements or contact FedEx Customer Service at 1.800.GoFedEx and an inquiry will be made on the Sender’s behalf.

(q) Shipments with a declared value for customs in excess of that permitted for a specific destination. The declared value for carriage cannot exceed the declared value for customs as indicated on the air waybill.

(r) Perishables.

Restrictions (Intra-Canada)

(a) Size and weight limits may vary by province. Call FedEx Customer Service at 1.800.GoFedEx for further information.

(b) For shipments exceeding 1,000 pounds (455 kilograms) in total weight or 1,000 pieces whose delivery destination is a major market, or shipments exceeding 500 pounds (227 kilograms) or 500 pieces whose delivery destination is a non-major market, the sender must make special pick up arrangements with FedEx by 12:00 noon on the day of shipment to determine specific commitments, to arrange for pick up and to schedule delivery within the requested time. Shipments requiring special pick up arrangements for Saturday outbound service must be pre-arranged on previous business day.

(c) A FedEx® Pak shipment receives the special FedEx® Pak rate only if its weight is 2.2 pounds (1 kilogram) or less. If the gross weight of a FedEx® Pak exceeds 2.2 pounds (1 kilogram), it will be billed according to its weight at FedEx® Priority Overnight rates.

(d) If the gross weight of a FedEx Envelope including packaging, contents and air waybill exceeds 0.5 pound or 8 ounces (227 grams), it will be billed at the applicable FedEx Priority Overnight rate. Contents (documents or flat, non-fragile materials only) must fit in packaging so that it can be sealed normally to prevent damage.

(e) Shipments moving under a FedEx Envelope or FedEx® Pak must be tendered in the appropriate packaging supplied by FedEx.

(f) No more than one type of service may be indicated on a single air waybill and no more than one FedEx Envelope or FedEx® Pak may be shipped on a single air waybill.

(g) Blood, urine and other liquid diagnostic specimens containing etiological agents are considered Dangerous Goods and must be accompanied by appropriate documentation.

(h) Laptop, desktop, notebook, mini-computers or any type of electronic equipment must not be shipped in any regular FedEx packaging. Manufacturer's original packaging or FedEx approved packaging for laptops is recommended. Call our Packaging Design and Development lab at 1-800-633-7019 for more information.

(i) The following items are not acceptable for carriage unless otherwise indicated by FedEx:

- Live insects, animals, birds, reptiles and plants, including cut flowers (cut flowers are acceptable to selected points in Canada – advance arrangements are required).
- Live Fish/Seafood: We will accept live fish/seafood such as live lobsters or crabs on an exception basis only when FedEx pre-shipment procedures are

followed and provided the shipper is in compliance with all applicable Provincial and Federal laws. Call 1.800.GoFedEx for details.

- Perishable foodstuffs. Non-perishable foodstuffs and beverages that are packed in appropriate containers are acceptable provided the shipper is in compliance with all applicable Provincial and Federal laws and FedEx pre-shipment procedures are followed. Customers must contact their FedEx Account Executive to complete these procedures.
- Human corpses, human organs or body parts: cremated or disinterred human remains.
- C.O.D. shipments.
- Explosives (except Class 1.4 and 1.3 airport to airport).
- Firearms, weaponry and parts thereof.
- Money (including coins [except collectible coins] cash, currency or paper money). FedEx does not accept shipments of cash under any circumstances. If a shipment of cash is sent, FedEx will deposit the cash in a bank account subject to the following terms: (i) if the cash shipped is under \$100, a cheque for the cash shipped less an administration fee of 25% of the cash shipped will be mailed to the shipper; and (ii) if the cash shipped is over \$100, a cheque for the cash shipped less an administration fee of \$35 will be mailed to the shipper.
- Liquor and alcoholic beverages except between licensed distributors (advance arrangements are required).
- Negotiable stocks, bonds, bank drafts, cash letters, and other negotiable instruments equivalent to cash.
- Gambling devices.
- Lottery tickets.
- Pornography.
- The following Dangerous Goods: Explosives (unless pre-approved by FedEx) and FX-04 Class 8 Corrosives which includes UN 2031 nitric acid over 40% concentration; UN 1796 nitrating acid, mixture over 40% concentration; UN 1826 nitrating acid mixtures, spent over 40% in original solution; UN 1873 perchloric acid, over 50% concentration; poisons in IATA class 6.1 packing group I and II (unless pre-approved by FedEx); any substance bearing a poison gas label; hazardous waste.
- Any shipment which may cause damage to, or delay of, equipment, personnel or other shipments.
- Any shipment which may require the carrier to obtain a license or permit for its transportation.

- Any item whose carriage is prohibited by any law, statute or regulations of the province of origin or destination, or of any province through which the shipment may transit.
- Fragile Articles/Orientation. Packaging for all fragile articles (including, but not limited to, electronic and electrical devices and scientific testing equipment) should be pre-approved by the FedEx Packaging Design and Development Department prior to shipping. We assume no liability for such shipments. Call FedEx Packaging Design and Development for procedures for submitting packaging for testing at (800) 633-7019 Monday – Friday 8 a.m. – 5 p.m. (CST). We do not provide special handling for packaging bearing “Fragile”, “Refrigeration required” or orientation markings. See “Liabilities Not Assumed”.
- Perishables.

(j) Shipments using FedEx® Priority Overnight service with a declared value in excess of \$50,000 per air waybill.

Routing and Re-Routing

FedEx will determine the routing of all shipments, including using ground transportation, where appropriate. There are no stopping places which are agreed to at the time of tender of the shipment. We reserve the right to divert any shipment in order to facilitate its delivery (including the use of other carriers).

Saturday Service

(a) For certain FedEx® services, shipments destined for selected international and domestic points may be picked up, dropped off or delivered on Saturday in Canada for a special handling fee. The Saturday Service option must be indicated on the air waybill at the origin pick up or drop off point. Some restrictions apply. Call FedEx Customer Service at 1.800.GoFedEx for details.

(b) This special handling fee applies for all Saturday Service shipments whether picked up by FedEx or dropped off by the customer directly. However, the applicable drop off discount applies for shipments dropped off by the customer on Saturday at designated FedEx locations. See “Drop Off Discount” for further information.

(c) FedEx does NOT offer pick up services from most FedEx Drop Boxes or any FedEx World Service Center® on Saturdays. Therefore, shipments dropped off at a FedEx Drop Box on Saturdays will not, in most cases, be picked up until the following business day and that business day will be the ship date.

(d) Dangerous Goods shipments may be dropped off at a manned FedEx office on Saturday. In this case, add one day to the delivery commitment. Saturday pick up and delivery of Dangerous Goods may be available at certain locations only. Call your local FedEx office for availability. Dangerous Goods may not be left at FedEx Drop Boxes.

(e) Saturday pick up and delivery may not be available for FedEx First Overnight® or FedEx International First® shipments. Call 1.800.GoFedEx for information on destinations available.

(f) Saturday delivery of all other acceptable commodities is available in selected international and domestic locations for an additional charge. Please call FedEx Customer Service at 1.800.GoFedEx for information on specific destinations.

Storage Fees

A storage fee will be applied to any shipment unclaimed or otherwise left in a FedEx location for more than 48 hours following notification to the recipient and/or designated broker of the shipment's availability or additional documentation required for regulatory clearance.

Undeliverable Packages

(a) If a shipment is undeliverable for any reason, we may attempt to notify the shipper to arrange for the return of the shipment if local customs or other governmental regulations allow. If the shipper cannot be contacted within five (5) business days, we may place the shipment in a general order warehouse or a customs-bonded warehouse or will dispose of the shipment. In any event, if a package cannot be delivered or returned, the package may be transferred or disposed of by FedEx in its discretion and at any location. Shipper, if known, agrees to pay any costs incurred.

(b) For shipments returned from international points to Canada, return charges and fees will be assessed to the original shipper along with the original charges and fees. Also included will be any other charges incurred by us, including, but not limited to, duties, taxes, cartage and storage fees if applicable.

(c) Shipments that cannot be returned due to local regulatory constraints will either be placed in a general order warehouse or a customs-bonded warehouse or disposed of in our sole discretion and at any location. Shipper, if known, agrees to pay any costs incurred by FedEx in such placement or disposal.

Warranty Disclaimer

FedEx makes no warranties, express or implied, and expressly disclaims any and all warranties.

Mandatory Law

Insofar as any provisions contained or referred to in this Guide, our air waybills or any applicable tariff, or any modifications, amendments and supplements to such documents, may be contrary to any applicable international treaties, laws, government regulations, orders or requirements, such provisions shall remain in effect as part of our agreement with you to the extent that they are not overridden. The invalidity or unenforceability of any provision shall not affect any other part of this Guide, air waybill, or any applicable tariff.

FedEx Ground Terms and Conditions

General Conditions

The preceding pages related to FedEx Ground explain FedEx Ground's services and certain conditions, restrictions, and requirements under which those services will be rendered. The following pages include those terms and conditions by reference and contain further general and specific conditions (collectively, the "Service Conditions"). These Service Conditions are published in printed form and electronically at fedex.ca. The downloadable version (.pdf) of the FedEx Service Guide at fedex.ca as amended is controlling.

If there is a conflict between these Service Conditions and the FedEx Ground Pick Up Record, the FedEx Ground website at fedex.ca, or other transit documentation, the Service Conditions in the FedEx Service Guide, as amended, modified, changed or supplemented, will control.

Any failure by us to enforce or apply a term, condition or provision of the FedEx Service Guide does not constitute a waiver of that term, condition or provision, and does not otherwise impair FedEx's right to enforce or apply such term, condition or provision. This Guide and any subsequent modifications, amendments, or supplements supersedes all previous Service Guides, tariffs, amendments, supplements and other prior statements concerning the rates and conditions of the FedEx Ground services to which it applies. The foregoing restriction does not apply to a modification applicable to a single customer and included in a FedEx Sales or FedEx Customer Automation Agreement. To the extent a conflict exists between a FedEx Sales or FedEx Customer Automation Agreement and these Service Conditions, the FedEx Sales or FedEx Customer Automation Agreement controls. The service conditions are included by reference in your FedEx Ground service agreement and any addenda thereto.

FedEx reserves the right to unilaterally modify, amend, change or supplement the FedEx Service Guide including, but not limited to, the rates, services, features of service, and the Service Conditions in this Guide in respect of all customers or any particular customer without notice. Only the

Legal Department of Federal Express Canada Ltd. may authorize a supplement to, modification, change or amendment of the FedEx Service Guide. No other agent or employee of FedEx, nor any other person or party, is authorized to do so.

Rates and service quotation by FedEx Ground employees and agents are based upon information you provide, but final rates and service may vary based upon the shipment actually tendered and the application of these Service Conditions. For the most current information regarding areas served and delivery commitments, contact FedEx Customer Service at 1.800.GoFedEx (1-800-463-3339). Except as otherwise provided above, any conflict or inconsistency between the FedEx Service Guide and any other written or oral statements concerning the rates, features of service, and Service Conditions applicable to FedEx Ground services will be controlled by the FedEx Service Guide, as modified, amended or supplemented.

All amounts are stated in Canadian dollars, unless otherwise indicated.

Note: Unless otherwise specified in these Service Conditions, the terms and conditions set out in these Service Conditions apply to packages originating in Canada for transportation via a FedEx Ground Package System, Ltd. (FedEx Ground) service.

WE MAKE NO WARRANTIES, EXPRESS OR IMPLIED.

Address Corrections

If a consignee's address is found to be incomplete or incorrect, FedEx Ground may attempt to complete the delivery, but assumes no responsibility for its inability to complete the delivery under such circumstances. Incorrect postal/zip codes, omitted suite numbers, and former street addresses for consignees who have relocated are examples of addresses requiring corrections.

Refer to the most current FedEx Ground Rates for the current address correction fee. If the correct address cannot be determined, or if the consignee cannot be reached, FedEx Ground may attempt to contact the shipper for address clarification or for instructions to return the shipment. FedEx Ground will not be liable

for failing to meet its scheduled delivery time for any shipment with an incomplete or incorrect address.

Refused Parcels

If a shipment is refused by the consignee, or cannot be delivered for any other reason, FedEx Ground will attempt to return the shipment to the Shipper.

Liabilities Not Assumed

FEDEX GROUND WILL NOT BE LIABLE FOR ANY DAMAGES, WHETHER DIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL (INCLUDING, BUT NOT LIMITED TO, LOSS OF INCOME OR PROFITS), IN EXCESS OF THE DECLARED VALUE OF A SHIPMENT, WHETHER OR NOT FEDEX GROUND KNEW OR SHOULD HAVE KNOWN THAT SUCH DAMAGES MIGHT BE INCURRED.

The maximum amount a shipper may declare is \$25,000. Even if a declared value is made by the shipper, the liability of FedEx Ground is limited to the lesser of the amount of any loss or damage sustained by the shipper or the declared value.

FedEx Ground will not be liable for, nor shall any adjustment, refund or credit of any kind by made as a result of any loss, damage, delay, misdelivery, nondelivery, misinformation or any failure to provide information, except such as may result from FedEx Ground's sole negligence. FedEx Ground will not be liable for, nor shall any adjustment, refund or credit of any kind by given as a result of any loss, damage, delay, misdelivery, nondelivery, misinformation, or failure to provide information caused by or resulting in whole or in part from:

1. The act, default or omission of any person or entity, other than FedEx Ground.
2. The nature of the shipment, including any defect, characteristic or inherent vice of the shipment or any difference in weights of commodities caused by natural shrinkage.
3. The shipper, owner or consignee's violation of any of the terms and conditions contained in these Service Conditions, as amended from time to time, including, but not limited to, the improper and insufficient packing, securing, marking and addressing of shipments, or use of an account number not in good credit standing, or contained in any applicable international treaty, law, governmental regulation, order or requirement.
4. Events that FedEx Ground cannot control, including, but not limited to, acts of God, perils of the air, public enemies, criminal acts of any person(s) or entities including, but not limited to, acts of terrorism, acts or omissions of Customs, health or

other public authorities acting with actual or apparent authority, authority of law, local disputes, civil commotions, hazards incident to a state of war, local or national weather conditions (as determined solely by FedEx Ground), mechanical delays, national or local disruptions in ground transportation networks (as determined solely by FedEx Ground), strikes or anticipated strikes (of any entity, including, but not limited to, other carriers, vendors or suppliers), quarantine, natural disasters (earthquakes, floods and hurricanes are examples of natural disasters), conditions that present a danger to FedEx Ground personnel, and disruption or failure of communication and information systems (including, but not limited to, FedEx Ground systems).

5. Acts or omissions of any person or entity other than FedEx Ground, including FedEx Ground's compliance with verbal or written delivery instructions from the sender, recipient or persons claiming to represent the shipper or recipient.
6. Loss of or damage to articles packed and sealed in packages by the sender or by person(s) acting at sender's direction, provided the seal is unbroken at the time of delivery, the package retains its basic integrity, and receipt of shipment by the recipient without written notice of damage on the delivery record.
7. Erasure of data from or the loss or irretrievability of data stored on magnetic tapes, files or other storage media, or erasure or damage of photographic images or soundtracks from exposed film.
8. FedEx Ground's inability to provide a copy of the delivery record or a copy of the signature obtained at delivery.
9. FedEx Ground's failure to honour "package orientation" graphics (e.g., "UP" arrows, "THIS END UP" markings), "fragile" labels or other special instructions not explicitly provided for in the Service Conditions on packaging, or damage to shipments not in packaging approved by FedEx Ground prior to shipment where such prior approval is recommended or required herein. Also, FedEx Ground is not liable for damages indicated by any shockwatch, tiltmeter or temperature gauge.
10. The shipment of fluorescent tubes, neon lighting, neon signs, X-ray tubes, laser tubes, light bulbs and flat panel display screens (all types).
11. The shipment of scale models (including, but not limited to, architectural models, doll houses, etc.).
12. The shipper's failure to provide a valid FedEx Ground Account Number in good credit standing in the billing instructions on shipping documentation.

- 13.** FedEx Ground's failure to notify the shipper of any delay, loss or damage in connection with the shipper's shipment or any inaccuracy in such notice.
- 14.** Performance of any services will not constitute FedEx Ground as shipper's or anyone's agent for any purpose.
- 15.** Damage to briefcases, luggage, garment bags, aluminum cases, plastic cases, or other items whose outer finish might be damaged by adhesive labels, soiling or markings.
- 16.** If a shipment is refused by the recipient, leaks, or is damaged, the shipment will be returned to the sender if possible. If the sender refuses to accept the returned shipment or it cannot be returned because of leakage, or damage due to faulty packaging, the shipper is responsible for and will reimburse FedEx Ground for all costs and fees of any type connected with the legal disposal of the shipment, and all costs and fees of any type connected with cleanup of any spill or leakage.
- 17.** FedEx Ground will not be liable for any package where FedEx Ground's records do not reflect that the package was tendered to FedEx Ground by the customer. For shipments entered into a FedEx self-invoicing system, Internet shipping device or any other automated shipping method used to ship a package, the shipper is responsible for deleting any shipments entered into such system but not tendered to FedEx Ground.
- 18.** Any Year 2000 software/hardware-related issues.
- 19.** Damage to computers or any components thereof when shipped in packaging other than the original manufacturer's packaging.
- 20.** The total or partial loss of or damage to shipments of prohibited items.

Declared Value and Limits of Liability

- 1.** In cases where the shipper declares or agrees in writing that the property being shipped is released to a value not exceeding \$100 per package or article not enclosed in a package, the applicable rate may be determined directly from the current FedEx Rate Guide.
- 2.** In cases where the shipper declares or agrees in writing that the property being shipped is released to a value exceeding \$100 per package or article not enclosed in a package, an additional charge for each \$100 or fraction thereof of valuation in excess of the \$100 valuation will be assessed to which the base rate applies, up to a maximum declared value of \$25,000 per package.

3. The declared value of any shipment represents FedEx Ground's maximum liability in connection with a shipment, including, but not limited to, any loss, damage, delay, misdelivery, nondelivery, misinformation, any failure to provide information, or misdelivery of information. Exposure to and risk of any loss in excess of the declared value is either assumed by the shipper or transferred by the shipper to an insurance carrier through the purchase of an insurance policy. The shipper should contact an insurance agent or broker if insurance coverage is desired. FEDEX GROUND DOES NOT PROVIDE INSURANCE COVERAGE OF ANY KIND.

- 4.** FedEx Ground's liability with regard to any package is limited to the sum of \$100 unless a higher value is declared at time of tender, and a greater charge is paid as provided in the current FedEx Rate Guide.
- 5.** Even if a higher value is declared, FedEx Ground's liability for loss or damage of a shipment will not exceed its repair cost, its depreciated value, or its replacement cost, whichever is less.
- 6.** Packages (including freight shipments) containing all or part of the following items are limited to a maximum declared value of \$100:
 - a. Film, photographic images, including photographic negatives, photographic chromes, photographic slides.
 - b. Any commodity that by its inherent nature is particularly susceptible to damage, or the market value of which is particularly variable or difficult to ascertain.
 - c. Glassware, including, but not limited to, signs, mirrors, ceramics, porcelains, china, crystal, glass, framed glass, flat panel display screens (all types), plasma screens, and any other commodity with similarly fragile qualities.
 - d. Precious metals, including, but not limited to, gold and silver bullion or dust, precipitates or platinum (except as an integral part of electronic machinery).

Goods Prohibited by Law

No service shall be rendered by FedEx Ground in the transportation of any shipment which is prohibited by law or regulations of any national, provincial, or local government in the origin or destination countries. No service shall be rendered in the transportation of any hazardous materials/dangerous goods which are subject to regulation by the U.S. Department of Transportation (D.O.T.), the Federal Aviation Administration (FAA), the International Air Transport Association (IATA), the International Civil Aviation Organization (ICAO), Transport Canada, Environment Canada, the Canadian Transportation of Dangerous Goods Act, the Canadian Environmental Protection Act, the Canadian Explosives Act, the

Canadian Atomic Energy Act, the Canadian Nuclear Safety and Control Act, any provincial Dangerous Goods Transportation Act or Environment Protection Act, the U.S. Code of Federal Regulations, Title 49.

Prohibited Goods

FedEx Ground does not provide a protective service for the transportation of perishable commodities or commodities requiring protection from heat or cold. Such commodities will be accepted for transportation solely at the shipper's risk for damage caused by the exposure to heat or cold. Shipper agrees to file no claims with respect to perishable items.

The following list summarizes items not accepted by FedEx Ground for transport. It is subject to change without notice. FedEx Ground reserves the right to open and inspect any package tendered to it for transportation. FedEx Ground will refuse and return any shipment that is considered unsafe or unlawful to transport. Shipper agrees not to tender any packages containing hazardous materials or dangerous goods for shipment. Shipper agrees to declare on its manifest each package requiring additional handling.

Shipper agrees to have a representative sample of its packages inspected and tested by FedEx Ground before tendering packages to FedEx Ground for transport. The package sample must pass FedEx Ground's pre-shipment test procedures. If shipper does not comply with the foregoing, FedEx Ground will not honour claims filed by shipper, if any, for loss, delay, or damage.

The following goods are prohibited from shipment within Canada and to the United States:

- Alcoholic beverages
- Animal products, non-domesticated
- Articles of unusual value, such as priceless art, jewellery, collectibles, and antiques
- Cash, coins, currency, stamps, negotiable stocks, bonds, bank drafts, cash letters, and other negotiable instruments equivalent to cash
- Common fireworks
- Cut flowers
- Dangerous goods: Corrosives, explosives, toxics, or other substances including ORM-Ds controlled by the Federal Aviation Administration (FAA) and/or Transport Canada and Environment Canada
- Firearms, ammunition, and gun parts
- Flammable goods
- Furs
- Hazardous materials
- Jewellery
- Live animals
- Otherwise Regulated Material-Dangerous (ORM-Ds)
- Perishables, including food, pharmaceuticals
- Personal effects

- Plants, plant materials, seeds
- Pornographic materials
- Tobacco, cigarettes, tobacco products
- Unaccompanied baggage
- Any articles which require a U.S. Department of State import license or a Canadian Export Permit
- Any shipment moving under an A.T.A. carnet

Shipment Status Information

FedEx Ground may provide selected shippers a daily or weekly list generated from its shipment status information. This list is provided so that shippers will have a quick, abbreviated record of packages shipped and received. Shipment status files contain preliminary and incomplete delivery data. It is not intended or permitted to be used to file claims or to determine whether any individual shipment fails to meet FedEx Ground's service commitments.

Privacy

By sending or receiving a shipment, or being identified as the Third Party for billing purposes, you consent to the collection, use, or disclosure of personal information about you by FedEx for the following purposes:

- To provide timely, reliable and value-added services to customers including domestic and international shipping, shipment tracking, account management and billing, global logistics, supply chain management, information management and technical support, e-commerce, and related services;
- To establish a customer relationship and to communicate with customers;
- To develop, implement, market, and manage services for customers;
- To assist in law enforcement purposes, to collect unpaid debts, for credit reporting and rating purposes, and to protect the business interests of FedEx and its customers;
- To manage and promote the business activities of FedEx; and
- To meet requirements imposed by law.

In particular, with respect to a shipment, you consent to the disclosure by FedEx of personal information about you to the shipper, the recipient and the party identified as the Third Party for billing purposes, as the case may be.

C.O.D. Service (Collect on Delivery)

1. To request C.O.D. service, shipper must prepare and attach to each C.O.D. package a C.O.D. label showing the amount to be collected. Shipper must also enter the amount to be collected on the FedEx Ground Pick Up Record in the space provided for the purpose. The entry of a C.O.D. amount on the FedEx Ground Pick Up Record is not a declaration of value for the package.

If the shipper does not also declare the value of the package, FedEx Ground's liability for loss of or damage to the package shall be limited to the loss or damage actually sustained by the shipper or \$100.00, whichever is lower.

2. The shipper is required to affix the appropriate C.O.D. bar code label to the package to designate the payment option. The C.O.D. bar code label allows the FedEx Ground contractor to collect any type of C.O.D. payment. The Guaranteed Funds C.O.D. bar code label allows the FedEx Ground contractor to collect only guaranteed funds as a C.O.D. payment, including certified cheque, official cheque, money order, or a cashier's cheque. The Currency C.O.D. bar code label allows the FedEx Ground contractor to collect only currency. FedEx Ground will not accept currency in excess of \$750 in payment for the C.O.D. amount associated with any one package delivered.

3. FedEx Ground will collect for each C.O.D. package the amount shown on the C.O.D. label attached to the package, not to exceed \$25,000 per package, including freight charges. If collection cannot be made, FedEx Ground will return the C.O.D. package to the shipper.

4. FedEx Ground reserves the right to charge supplemental fees, in addition to the C.O.D. fee posted on the FedEx website and published in the FedEx Ground Rates, for Currency C.O.D. delivery to selected areas.

5. When the Guaranteed Funds C.O.D. bar code label is used by the shipper, FedEx Ground reserves the right to accept a certified cheque, money order, cashier's cheque, or other similar instrument issued by or on behalf of the consignee. All cheques (including cashier's cheques, official cheques and certified cheques) and money orders tendered in payment of C.O.D. packages will be accepted by FedEx Ground at shipper's risk including, but not limited to, the risk of nonpayment and forgery, and FedEx Ground shall not be liable upon any such instrument.

6. An additional charge will be assessed for each request for C.O.D. service to be performed, whether or not FedEx Ground is able to collect as requested.

7. REMITTANCE OF C.O.D. COLLECTIONS: FedEx Ground will remit C.O.D. collection to the shipper within ten (10) days from date of collection.

Performance of the C.O.D. service will not constitute FedEx Ground as the shipper's agent for any purpose, including, but not limited to, completion of the sale of the goods by the shipper to the recipient.

FedEx Ground COLLECT Shipping

If authorized by FedEx Ground to ship packages via FedEx Ground COLLECT, shipper agrees to pay all additional charges and surcharges related to shipment other than the base package charges. Shipper agrees to ship packages via FedEx Ground COLLECT only to consignees authorized by FedEx Ground to receive FedEx Ground COLLECT shipments. Shipper further agrees to pay all applicable transportation charges if a package is shipped to an unauthorized consignee or if an authorized consignee refuses to accept delivery of FedEx Ground COLLECT shipment.

Package Returns Program (PRP)

If authorized by FedEx Ground to participate in the Package Returns Program (PRP), the shipper agrees not to file claims for loss or damage resulting from the transportation services provided by FedEx Ground in connection with PRP. Unless specifically permitted by FedEx Ground, shipper agrees to use the PRP program only for those packages which shipper originally tendered to FedEx Ground for outbound, prepaid transport.

Auto P.O.D. (Automatic Proof Of Delivery)

With this option, FedEx Ground will send the shipper a signature obtained at time of delivery for those packages specified by the shipper. Auto P.O.D. service provides that:

- 1.** The package will not be driver-released;
 - 2.** The package will not be forwarded to an address other than what was on the package; and
 - 3.** The package will not be indirectly delivered.
- Enrollment is required prior to participation in the Auto P.O.D. program. If authorized by FedEx Ground to participate in this program, FedEx Ground will provide the shipper with their choice of letter of Proofs of Delivery, Manifest Proofs of Delivery, or both, via any of the following media: fax, postal service, diskette, or CD-ROM. An additional charge will be assessed for each Auto P.O.D. provided. Contact a FedEx Account Executive for details.

FedEx Ground Call Tag Package Return (Domestic Shipments Only)

- 1.** Shippers may request the recall of packages previously delivered by calling Customer Service at 1.800.GoFedEx (1-800-463-3339) and giving the locations of any package to be recalled.
- 2.** The additional charge for FedEx Ground Call Tag service is in addition to applicable transportation charges.
- 3.** Service is available for domestic Canada but is unavailable for transborder service from Canada.
- 4.** FedEx Ground Call Tag packages are not eligible for incentives of any kind.

Spotted Trailers

Shipper agrees to load any trailers spotted at its facilities within forty-eight (48) hours after being spotted with two hundred twenty-five (225) or more packages per trailer. Shipper agrees not to file claims on any package shortage for spotted trailers. FedEx Ground agrees to notify shipper of any package shortages within forty-eight (48) hours after shipper's packages are unloaded at FedEx Ground facilities. Notification to shipper shall include date of pick up and the number of packages short of the total entered by shipper on the FedEx Ground Pick Up Record or provided by shipper on a computer-generated manifest. Shipper agrees not to file claims in connection with any package shortages reported by FedEx Ground to shipper.

Fuel Surcharge

FedEx Ground reserves the right to assess fuel and other surcharges on shipments without notice. The amount and duration of any such surcharges will be determined at our sole discretion. By tendering your shipment to FedEx, the shipper agrees to pay the surcharges, as determined by FedEx.

Residential Service

A residential delivery is one made to a home, which includes a business operated out of a home. Residential packages may incur a residential surcharge. Residential packages destined to FedEx Ground's specified rural postal/zip codes incur an additional charge over the standard residential surcharge. Please see your FedEx Account Executive for additional information.

Claims Regulations

Except as provided herein with respect to concealed damage, receipt of the property without written notice of damage on the delivery receipt or other delivery document is prima facie evidence that the property was delivered in good condition.

Filing of Claims

- 1.** All claims in connection with requests for C.O.D. service and all claims for loss or delay or damage to property tendered to FedEx Ground for transportation in interstate or intrastate commerce (United States) or in extra-provincial or intra-provincial commerce (Canada) must be filed in writing; must include or refer to the Pick Up Record (indicating the C.O.D. amount for the package for C.O.D. claims) and date or other facts sufficient to identify the package involved; must be accompanied by a copy of the original invoice or, if no invoice was issued, other certified documents which prove the value of the property and/or extent of the loss or damage; must assert FedEx Ground's liability for the alleged loss or damage; and, must make claim for the payment of a specified or determinable amount of money. Always refer to your tracking I.D. number. This will speed the investigation and processing of your claim. Failure to include sufficient documentation will delay the processing of a claim. A request for proof of delivery does not constitute the filing of a claim.
- 2.** Bad order reports, appraisal reports of damage, notations of exceptions on delivery records, or other documents, inspection reports issued by FedEx Ground inspectors or inspection agencies, requests for proof of delivery and tracer or inspection requests standing alone are not sufficient to comply with these claim filing requirements.
- 3.** Shippers may not deduct the amounts of pending claims, including a C.O.D. claim, from any transportation charges owed to FedEx Ground.
- 4.** FedEx Ground's shipment status information is not intended or permitted to be used by shipper to file claims.
- 5.** FedEx Ground will not pay a claim for an uncertain amount, such as "\$100.00 more or less." FedEx Ground will not pay a claim for loss or damage to property unless all applicable transportation charges have been paid.
- 6.** Claim forms are available by writing to:

Claims Department
FedEx Ground, Inc.
1000 FedEx Drive
Moon Township, PA
USA 15108

7. FAILURE TO COMPLY WITH ANY OF THE ABOVE CONDITIONS MAY RESULT IN THE DENIAL OF A CLAIM.

In no event shall FedEx Ground be liable for any special, incidental or consequential damages, including, without limitation, loss of profits or income, whether or not FedEx Ground had knowledge that such damages might be incurred. The shipper agrees not to sue FedEx Ground as a class plaintiff or class representative, join a class as a member or participate as an adverse party in any way in a class action lawsuit against FedEx Ground. However, nothing in this paragraph limits the shipper's rights to bring a lawsuit as an individual plaintiff.

Acknowledgment of Claims

FedEx Ground will, upon receipt in writing of a proper claim filed in the manner and form described in these regulations and accompanied by the documents described, acknowledge the receipt of such claim in writing to the claimant within thirty (30) days after the date of receipt by FedEx Ground unless FedEx Ground has paid or declined such claim in writing within thirty (30) days of the receipt thereof. FedEx Ground will indicate in the acknowledgment to the claimant what, if any, additional documentation may be required to further process the claim. FedEx Ground will create a separate file for each claim received, assign each claim a successive claim number, and note the claim number assigned on all documents filed in support of the claim and all records and correspondence relating to the claim including the written acknowledgment of receipt and, if in its possession, the pick up and delivery records covering the package involved. FedEx Ground will record the date a claim is received on the face of the claim document. The date of receipt will also be noted on FedEx Ground's written acknowledgment of receipt to the claimant.

Time Limit for Filing Claims

Claims in connection with requests for C.O.D. service and claims for loss, delay, or damage must be filed in writing with FedEx Ground within sixty (60) days from the date of delivery or, in the event that FedEx Ground failed to make delivery, within nine (9) months after the date of shipment. The final statement of the claim must be filed within nine (9) months from the date of shipment, together with a copy of the paid freight bill. A request for Proof of Delivery does not constitute the filing of a claim. Suits against FedEx Ground must be instituted within two (2) years and one (1) day from the date when written notification is given by FedEx Ground to the claimant that its claim or any portion thereof has been disallowed.

If claims are not filed or suits are not instituted in accordance with the foregoing provisions, FedEx Ground will not be liable and such claims will not be paid.

Claims for concealed loss or damage must be filed in writing with FedEx Ground or reported to FedEx Ground by calling 1.800.GoFedEx (1-800-463-3339). FedEx Ground must be notified immediately, but not later than fifteen (15) days from the date of delivery of the concealed loss or damage. When initial notice is given by telephone, a written claim must still be filed in accordance with the time limits referenced above.

Investigation of Claims

- 1.** Each claim filed against FedEx Ground in the manner prescribed set forth above will be promptly and thoroughly investigated, if investigation has not already been made prior to receipt of the claim.
- 2.** For investigation purposes, each claim must be supported by the original Pick Up Record, evidence that applicable transportation charges have been paid, and the original invoice or, if no invoice was issued, other certified documents which prove the value of the property and/or extent of loss or damage. Where the property involved in a claim has not been invoiced to the consignee, or where an invoice does not show price or value, or where the property involved has not been sold, or where the property has been transferred at bookkeeping values only, FedEx Ground will, before voluntarily paying a claim thereon, require the claimant to establish the destination value of the quantity shipped, transported, or involved, and to certify the correctness of the valuations in writing.
- 3.** When a claim for loss of an entire package or an entire shipment cannot otherwise be authenticated upon investigation, FedEx Ground will obtain from the consignee of the shipment involved a certified statement in writing that the property for which the claim is filed has not been received from any other source.

Disposition of Claims

FedEx Ground will, after receiving a written claim for loss or damage to property transported, pay, decline, or make a firm compromise settlement offer in writing to the claimant within 120 days after receipt of the claim by FedEx Ground. If a claim cannot be processed and disposed of within 120 days after the receipt thereof, FedEx Ground will advise the claimant in writing of the status of the claim and the reason for the delay in making final disposition.

Damaged Property

FedEx Ground – Discovered Damage

Whenever property is damaged by FedEx Ground in the course of transportation and the damage is discovered by FedEx Ground prior to delivery, FedEx Ground will either:

1. Return the damaged property to the shipper and offer to pay for the damage, not to exceed the actual or declared value of the property, whichever is lower.
- or**
2. Remove any damaged property and ship the balance of undamaged merchandise. If damaged property is returned to the shipper, FedEx Ground will, at the shipper's request, pay the full actual or declared value of the damaged property, whichever is lower, and title of the property shall thereupon pass to FedEx Ground. If the shipper makes such a request for payment, the shipper must hold the damaged property until FedEx Ground has completed the processing of the shipper's claim. FedEx Ground shall not be liable for any special, incidental, or consequential damages.

Concealed Damage

Whenever property is delivered by FedEx Ground and damage or loss is subsequently discovered by the consignee, inspection may be made by FedEx Ground as promptly as practicable after receipt of request from consignee or shipper, normally within five working days after receipt of request. The consignee must make the property and all original shipping containers and packing available for inspection by FedEx Ground. Inspection will include examination of the damaged property, the shipping container, and its packing and any other action necessary to establish all the facts.

If a shortage is involved, inspector will compare the contents of package with the invoice, weigh the shipping container and contents, or conduct any other type of investigation necessary to establish that a loss has occurred. In either case, inspection will be limited to a factual report. Shipper and consignee must cooperate with FedEx Ground in every way possible to assist in the inspection. A written record of FedEx Ground's findings will be made and a copy given to the shipper for claim support. Any inspection report issued will be incorporated into the claim file.

In the event FedEx Ground does not make an inspection, the consignee must make the inspection and record all information pertinent to the cause. Consignee's inspection, in such case, will be considered as FedEx Ground's inspection, and will not jeopardize any recovery due the shipper based on the facts contained in the report.

FedEx Ground's liability for loss or damage to package contents, including without limitation, to used electronic or computer equipment, shall be limited to \$100.00, unless a higher value is declared on the FedEx Ground Pick Up Record and the applicable charges are paid. Even if a higher declared value is made by the shipper, FedEx Ground's liability for loss or damage of a shipment is limited to the lesser of the amount of its repair cost, its depreciated value, or its replacement cost. In those instances where the shipper declares a value in excess of \$100.00, FedEx Ground's liability shall be determined by the most recent edition of the Orion Blue Book series applicable to the specific item lost or damaged or the declared value, whichever is lower, but in no event will liability exceed the declared value. Where the Orion Blue Book value is payable in U.S. funds, the amount payable will be converted to Canadian dollars, using the daily Bank of Canada conversion rate corresponding to the pick up date of the shipment.

International Service Conditions

The following sections contain service conditions that apply exclusively to international shipments.

Shipper Warranty

Shipper warrants that each article in each shipment will possess the required paperwork to export, will be properly described on the commercial invoice, will be acceptable for transport by FedEx Ground, and will be properly marked, addressed, and packaged to ensure safe transportation with ordinary care in handling.

Postal/ZIP Code and Telephone Number

Always include the postal/zip code, telephone number, and contact name of the consignee on the commercial invoice and on the address label.

Refused Parcels

Shipper may elect to have the shipment returned if the shipment is refused by the consignee or for any other reason cannot be delivered.

If a shipment is returned to the shipper, the shipper is responsible for payment of both the original transportation charges and the return charges. All duties and taxes, assessed in the destination country as well as the origin country upon return, are also the responsibility of the shipper. All return charges are payable immediately upon request.

A shipper may elect to "abandon" the shipment in the destination country. If a shipment is abandoned, FedEx Ground, at its discretion, reserves the right to dispose of the merchandise. The shipper will be responsible for any charges associated with disposal.

Responsibility for Payment

Shipper is responsible for all charges, including transportation charges, duties and brokerage fees, governmental penalties and fines, taxes, and FedEx Ground's legal fees and legal costs related to all shipments tendered to FedEx Ground. Shipper will also be responsible for any cost FedEx Ground may incur in returning shipments to shipper or warehousing them pending disposition.

Invoicing

Duties, taxes, and brokerage fees may be assessed on the contents of shipments destined for international locations. Duties, taxes, and brokerage fees may be billed to the shipper, if the consignee refuses to pay them. Charges to shipper's account in currencies other than U.S. dollars will be converted to U.S. dollars, using the weekly Wall Street Journal conversion rate corresponding to the pick up date of the shipment. A service fee may apply.

Regardless of any payment terms to the contrary, shipper is ultimately liable for all charges and fees relating to a shipment including, but not limited to, any duties or taxes that FedEx Ground has advanced.

Shippers are responsible for accurately completing all sections of the required export documentation and for the entry of accurate shipment information in any automated device or software program.

International Law

Insofar as any provisions contained or referred to in this Service Guide, the FedEx Ground Pick Up Record, the FedEx website, or other document, as amended or modified from time to time, may be contrary to any applicable international treaties, laws, government regulations, orders, or requirements, such provisions shall remain in effect as part of the agreement between FedEx Ground and the shipper, owner, and/or consignee, or any of their agents, employees, or servants, to the extent that they are not overridden. The invalidity or unenforceability of any provision shall not affect any other part of this Service Guide, the FedEx Ground Pick Up Record, FedEx website, or other document.

Customs Clearance

1. Exports

All shipments crossing international borders must be cleared through customs in the destination country before being delivered to the consignee.

Shipper agrees to provide all required documentation for customs clearance and certifies that all statements and information on said documentation, including documentation submitted electronically, are true and correct. Shipper authorizes FedEx Ground to

forward all information of any nature regarding shipments to any and all governmental or regulatory agencies that request or require such information. Shipper understands that making false declarations or statements may result in civil and criminal penalties, including forfeiture and sale.

If shipper does not complete all documents required for carriage, or if the documents submitted are not appropriate for the services or destinations specified, shipper hereby authorizes and instructs FedEx Ground, where permitted by law, to complete, correct, or replace the documents for the shipper at the shipper's expense. However, FedEx Ground is not obligated to do so.

If a substitute form of commercial invoice is needed to complete delivery of the shipment and FedEx Ground completes such a document, the terms of this Service Guide will continue to govern.

U.S. Customs regulations require the Social Security Number (SSN) of an individual, and the Internal Revenue Service Employer Identification Number (EIN) of the U.S. consignee for certain shipments being exported to the United States. This information must be included on the commercial invoice for all U.S. shipments. The EIN or SSN must be on file with the U.S. Customs Service. Any changes to a company address or the EIN/SSN should be provided to FedEx Ground for system updating. Shipments that arrive in the United States that do not have the correct EIN or SSN may be detained until that information can be obtained from the consignee or determined otherwise. This requirement applies to shipments exported to the United States requiring a formal entry.

When shipments are held by customs or other agencies because of incorrect or missing documentation, FedEx Ground may attempt to notify the consignee or shipper, as determined by local law. If the consignee or shipper fails to supply the required information or documentation, the shipment may be determined to be undeliverable. FedEx Ground assumes no responsibility for the inability to complete a delivery due to incorrect or missing documentation. Shipments held by customs or other agencies because of incorrect or missing documentation will require additional transit time.

FedEx Ground is appointed as the agent for performance of customs clearance, where necessary and allowed by law. FedEx Ground is defined as the nominal consignee and will designate a customs broker to perform the customs clearance. Local authorities may require documentation confirming that FedEx Ground has been designated as the nominal consignee. All expenses, including customs penalties and storage charges incurred as a result of

an action by Customs, or failure by shipper or consignee to provide proper documentation or to obtain a required license or permit will be charged to the consignee along with any applicable duty and tax. If the consignee fails to pay said expenses, shipper is liable for payment.

2. Imports

Shipments originating outside Canada for delivery in Canada are subject to local tariffs and the applicable service conditions of FedEx Ground.

These Service Conditions include terms regarding the importation and customs clearance of shipments into Canada. Canada Customs regulations require that where the importer is a corporation, the corporation must provide its Revenue Canada Import/Export Account Business Number, identified by an "RM" code in the 15-digit federal Business Number. This information must be included on the commercial invoice for all Canadian import shipments. Shipments which arrive in Canada which lack a Business Number or show an incorrect Business Number may be detained until that information can be obtained from the consignee or determined otherwise.

3. Right to Inspect

FedEx Ground, or its agents or brokers, may open and inspect any or all packages in a shipment at any time. This action may be initiated by FedEx Ground, or at the request of government authorities.

4. Duties and Taxes

In order to expedite customs clearance, FedEx Ground may elect to advance duties and taxes on the importer's behalf. A FedEx Ground agent or employee may contact the importer to confirm arrangements for reimbursement of amounts to be advanced. Duties and taxes may generally be billed to shipper or consignee.

If a consignee from whom reimbursement is requested refuses to pay assessed duties and taxes, FedEx Ground may bill shipper. If the shipper refuses to make satisfactory arrangements for reimbursement, the shipment may be placed into a general order or customs-bonded warehouse. Shipper remains liable for all amounts advanced by FedEx Ground.



Effective September 15, 2003

This FedEx Service Guide, Canadian Edition, includes the FedEx Express & FedEx Ground Rate Guide effective January 6, 2003 and any replacements thereto.

Please note that all amendments to the FedEx Service Guide will be posted on our website, fedex.ca.

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