



Useful Information for your Shipment

Applicable in the United Arab Emirates from January 4th 2016

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FedEx Express Liability For Loss, Damage and Generally

The liability of FedEx Express is limited, sometimes excluded altogether and subject to compliance with time limits as set out in the applicable FedEx Express Conditions of Carriage ('Conditions of Carriage'). For full details of the liability of FedEx Express please read the Conditions of Carriage carefully⁽¹⁾. If liability is accepted at all the limit of FedEx Express liability will vary depending upon the service used.

Generally the liability of FedEx Express is limited to either **a)** an amount stipulated by the international law/convention; **b)** €22 per kilogram; or **c)** US\$100 per shipment whichever of these amounts is higher.

For FedEx Economy, FedEx 1Day[®] Freight, FedEx Priority Overnight[®] or FedEx Standard Overnight[®] shipments within **Austria, Belgium, Denmark, Luxembourg, the Netherlands, Switzerland and the United Arab Emirates** the liability of FedEx Express is limited to either **a)** an amount stipulated by the applicable local law; **b)** €10 per kilogram; or **c)** US\$100 per shipment, whichever of these amounts is higher.

For FedEx Economy, FedEx 1Day Freight, FedEx Priority Overnight or FedEx Standard Overnight shipments within **Germany** the liability of FedEx Express is limited to either **a)** €4 per kilogram in accordance with the German Commercial Code (HGB); or **b)** US\$100 per shipment, whichever of these amounts is higher.

Please note that other exclusions and limitations may apply in addition to that stated above.

Increased Liability for the Shipment (Declared Value for Carriage)

FedEx Express does not provide cargo liability or all-risk insurance for shipments that are sent through the FedEx Express network.

The sender may however, pay an additional charge to increase FedEx Express liability for each shipment above the standard limits of liability set out above (subject to limitations set out in the Conditions of Carriage).

To do this it is necessary to state the value to which you wish FedEx Express to be liable, this is known as the Declared Value for Carriage (and which is the section that would require completing during the shipping process).

Generally for each additional AED 400 (or part thereof) of liability for a shipment that FedEx Express accepts above the limits of liability set out above an additional charge of AED 4 per additional AED 400 (or part thereof) will be payable, with a minimum of AED 20. A more detailed quote can be gained when booking a shipment or contact Customer Service for more details.

The Declared Value for Carriage is limited to a maximum amount and may vary by location, in particular the Declared Value for Carriage may not exceed:

- The actual value of the contents of the shipment or the Declared Value for Customs (the selling price or replacement cost of the shipment contents as required for Customs clearance purposes);
- \$100 or \$9.07 per pound (whichever is greater) for a FedEx[®] Envelope or FedEx[®] Pak;
- \$1,000 or \$9.07 per pound (whichever is greater) for items of high value (see the Conditions of Carriage for full details. This includes although is not limited to items such as artwork, film, antiques, glassware, jewellery, furs, and watches);
- \$50,000 per shipment for all other services except for FedEx International Priority[®] Freight and FedEx International Economy[®] Freight in which case it may not exceed \$100,000 per shipment (to most destinations).



Weight and Dimensions

For FedEx International Priority®, FedEx International First® and FedEx International Economy® transportation rates are based on the total weight of all packages in one shipment using one (Air) Waybill. Any fraction of a kilogram takes the next higher weight.

The following volumetric calculation: Dimensional weight in kg per package = Length x Height x Width in cm / 5,000 is charged when the dimensional weight exceeds the actual weight. It applies to EMEA export and import shipments.

The dimensions of the packages are defined by the features of service. Please refer to the Service Guide available on fedex.com (fedex.com/ae/downloadcenter) for the maximum dimensions. Any package exceeding these standard measurements is automatically considered as FedEx International Priority® Freight or FedEx International Economy® Freight and billed accordingly.

A minimum billable weight of 68kg applies to FedEx International Priority Freight or FedEx International Economy Freight shipments.

A minimum billable weight applies to shipments packaged in FedEx Express boxes and tubes, except for FedEx® 10kg Box and FedEx® 25kg Box. The values are defined as follows:

FedEx® Box (all sizes)	1kg
FedEx® Tube	4kg

A flat rate applies up to 10kg and 25kg for FedEx 10kg Box and FedEx 25kg Box respectively. Above this weight an increment for each additional kilogram is added.

Exchange Fee

An additional exchange fee may apply for the conversion of rates in currencies other than the currency in which the payer's account is billed. Please refer to the FedEx Express Conditions of Carriage for more details⁽¹⁾.

Duties and Taxes

Duties and taxes might be due when importing a shipment. These will be billed to the recipient unless otherwise requested by the shipper.

FedEx Express may advance these fees as assessed by Customs on behalf of the payer, subject to a fee based on the advanced amount (fedex.com/ae).

FedEx Express Conditions of Carriage⁽¹⁾

All FedEx Express shipments originating within Europe, the Middle East, the Indian subcontinent and Africa (EMEA) are subject to the FedEx Express Conditions of Carriage for EMEA.

For FedEx Express shipments originating outside of EMEA other conditions of carriage will apply, please contact Customer Service for details.

(1) For more details please go to fedex.com/ae/services/terms/.