



Value Added Services and Surcharges

Applicable in the United Arab Emirates from January 1st 2018

FedEx Express offers a range of options for your shipments which may incur fees or surcharges. Below you can find more information on these extra services and other useful shipping information.

+ Value Added Services⁽¹⁾ Fees

You can customize your shipment to your needs (or the needs of your recipients) with value added services from FedEx Express. The following are descriptions of the fees.

Service	Definition	Fees ⁽²⁾ (AED)
Dangerous Goods⁽¹⁾ Only available on Express Services.	<p>FedEx Express Dangerous Goods services allow the shipping of regulated dangerous substances and materials including door-to-door delivery and customs clearance.</p> <p>Applicable fee depends on the Dangerous Goods type:</p> <ul style="list-style-type: none"> • Accessible Dangerous Goods (ADG) The content of package must be accessible during transit for security reasons. • Inaccessible Dangerous Goods (IDG) The content of package does not have to be accessed during transit and can be mixed with other freight. • Dry Ice (DI) Dry ice is a hazardous commodity that requires special handling, subject to simplified regulations. This means it can be offered in locations where fully regulated Dangerous Goods services are not offered. <p>In case a shipment contains both Dry Ice and Dangerous Goods, only the respective Dangerous Goods surcharge applies.</p> <p>Please refer to FedEx Express Conditions of Carriage (fedex.com/ae/services/terms/) and the Dangerous Goods section on fedex.com/ae.</p>	<p>FedEx International Priority[®]</p> <ul style="list-style-type: none"> - ADG: AED 3.7/kg⁽³⁾ (minimum AED 235) - IDG: AED 2.1/kg⁽³⁾ (minimum AED 160) - DI: AED 1.1/kg⁽³⁾ (minimum AED 28/shipment) <p>FedEx International Priority[®] Freight</p> <ul style="list-style-type: none"> - ADG: AED 3.7/kg⁽³⁾ (minimum AED 235) - IDG: AED 2.1/kg⁽³⁾ (minimum AED 160) - DI: AED 1.1/kg⁽³⁾ (minimum AED 28/shipment)
Diplomatic Bag (Diplomatic Mail)⁽¹⁾	We accept diplomatic shipments between embassies and consulates of the same country for delivery by International Priority service. As per the Vienna Convention of 1961, Diplomatic Bags receive diplomatic immunity from inspection or delay.	Free
FedEx[®] Electronic Trade Documents	With FedEx Electronic Trade Documents (ETD) you can streamline your international shipments by uploading your customs documentation electronically. ETD reduces the amount of paper you print for each shipment, allows for faster pickup and helps to pre-clear your shipments, reducing the risk of your shipment being delayed in customs. ETD feature needs to be activated within your automated shipping tool.	Free
FedEx Global Returns or FedEx Import Shipping Print Label⁽¹⁾	Create return or import shipping labels on your computer or shipping system. Then simply print and provide the label to your customer or send it as PDF via email.	Free
FedEx Global Returns or FedEx Import Shipping Email Label⁽¹⁾	Create return or import shipping labels and allow your customers to access these electronically and edit them as needed.	AED 4/label

For further information, please call Customer Service on **800 FedEx (800 33339)**.



Service	Definition	Fees ⁽²⁾ (AED)
FedEx International Broker Select Option⁽¹⁾	A fee applies to FedEx International Broker Select (BSO) shipments when all of the following occur: <ul style="list-style-type: none"> • A broker (other than FedEx Express or FedEx Express designated) clears the shipment. • FedEx Express picks up the shipment at the customer's broker location and delivers it to the final consignee. • The consignee's location is served by a different clearance point than the broker's clearance point. 	AED 5/kg ⁽³⁾ (minimum AED 46)
FedEx Priority Alert^{TM(1)}	FedEx Priority Alert (FPA) is a specialized, fee-based and contract-only service specifically designed for customers requiring a high degree of shipment visibility and delivery compliance. By combining special boarding, enhanced shipment status tracking and operational recovery procedures, FPA provides a totally reliable solution for your shipment.	FedEx International Priority [®] : AED 4/kg ⁽³⁾ (minimum AED 100) FedEx International Priority [®] Freight: AED 4/kg ⁽³⁾ (minimum AED 100)
FedEx Priority Alert Plus^{TM(1)}	Our FedEx Priority Alert Plus (FPA+) service includes all the features of FPA as well as pro-active intervention capabilities for temperature sensitive shipments. With FPA+, re-icing, gel pack replenishments & cold storage are included as standard in the service.	FedEx International Priority: AED 5/kg ⁽³⁾ (minimum AED 124) FedEx International Priority Freight: AED 5/kg ⁽³⁾ (minimum AED 124)
On Demand Care⁽¹⁾	On Demand Care (ODC) is a fee-based service for non-food items providing intervention services such as Dry Ice replenishment and gel pack reconditioning/exchange, to protect the integrity of temperature-controlled shipments delayed in-transit. This service is not available at all locations. This service is not guaranteed and is subject to the identification of the shipment and must be booked via Customer Service.	FedEx International Priority and FedEx International Economy [®] : AED 19/kg ⁽³⁾ (minimum AED 480) FedEx International Priority Freight and FedEx International Economy [®] Freight: AED 19/kg ⁽³⁾ (minimum AED 480)
Hold at FedEx Location⁽¹⁾	As an alternative to a business or residential delivery, you can choose Hold at FedEx Location, and have recipients pick up their shipments at a FedEx Express location.	Free
FedEx Customs Brokerage Services	FedEx Express offers a seamless standard customs clearance process to enable on-time delivery of your goods. We also offer a range of specialised inbound clearance solutions subject to an additional fee (VAT may apply at the applicable rate).	You can find more information on fedex.com/ae/ancillaryservices/ .



Service	Definition	Fees ⁽²⁾ (AED)
Delivery Signature Options	<p>The following delivery options⁽⁴⁾ may be chosen at the time of booking your shipment:</p> <ol style="list-style-type: none"> 1. No Signature Required: FedEx will attempt to obtain a signature at the delivery address. If no one is available to sign, FedEx will deliver the package in a safe place without obtaining signature. 2. Indirect Signature Required: FedEx will obtain a signature from someone at the delivery address, from a neighbour or from a building manager. If no one is available to sign, FedEx will attempt to redeliver the package. 3. Direct Signature Required: FedEx will obtain a signature from someone at the delivery address only. If no one is available to sign, FedEx will attempt redelivery of the package. 4. Adult Signature Required: FedEx will obtain a signature from any person of legal age at the delivery address, subject to the provision of a valid ID. If no one qualified to sign is available, FedEx will attempt to redeliver the package. Legal age will vary depending on the destination country and is governed by local legal age of an adult, not the legal age to purchase specific products (i.e. alcohol). 	<ol style="list-style-type: none"> 1. Free 2. Free. Residential shipments to US and Canada with declared value below USD 500 are subject to AED 8/shipment surcharge. 3. AED 13/shipment. Free for shipments to US and Canada above USD 500 declared value. 4. AED 17/shipment



+ Surcharges

Your transportation costs may be affected by additional charges. The following are descriptions of the surcharges.

Service	Definition	Fees ⁽²⁾ (AED)
Additional Handling Surcharge – Non-stackable	A surcharge applies to any FedEx International Priority® Freight and FedEx International Economy® Freight shipment containing at least one piece, skid or pallet that is non-stackable. Non-stackable means that a piece, skid or pallet cannot be stacked vertically in a safe and secure manner. This surcharge applies once per shipment, even if multiple pieces identified as non-stackable are bundled in a shipment.	AED 680/shipment
Address Correction	If a recipient's address on an Air Bill, Air Waybill or shipping label is incomplete or incorrect, we may attempt to find the correct address and complete delivery and we will assess a surcharge. If we are unable to complete delivery, we are not liable for failing to meet our delivery commitment. For FedEx International Broker Select, the address correction surcharge will apply if the broker's address is incomplete or incorrect on the Air Waybill or other shipping documentation. If we cannot determine the correct address or cannot reach the broker, we may attempt to contact the sender for address clarification or instructions to return the shipment. If we are unable to complete delivery under these circumstances, we will not be liable for failing to meet our delivery commitment.	AED 35/shipment
Extended Area Service	Shipments picked up from or delivered to remote and less accessible locations are assessed an Out-of-Pick-up-Area or Out-of-Delivery-Area surcharge. Please refer to the list of postal codes or cities where this surcharge applies .	Out-of-Pick-up-Area: AED 2.1/kg ⁽³⁾ (minimum AED 100) Out-of-Delivery-Area: AED 2.1/kg ⁽³⁾ (minimum AED 100)
Fuel Surcharge	International Fuel Surcharge FedEx Express has adopted a Dynamic Fuel Surcharge according to the variation in the price of kerosene-type jet fuel and reserves the right to apply a fuel surcharge. Domestic Priority Overnight Fuel Surcharge FedEx Express applies a Dynamic Fuel Surcharge which is based on the automotive gas oil prices.	Go to fedex.com/ae/fuelsurcharge for updates on the fuel surcharge.



Service	Definition	Fees ⁽²⁾ (AED)
Postal Fee	For non-document shipments up to and including 30kg, and for all documents, a postal fee surcharge of 10% applies.	
Saturday Delivery Charges	<p>A surcharge might apply to a delivery performed on a Saturday. Service availability may vary according to place of collection and destination.</p> <p>When Saturday is a normal business day at the destination country, Saturday Delivery does not have to be marked on the Air Waybill, and the surcharge does not apply. Please contact Customer Service for details.</p>	AED 46/shipment
Third Party Billing⁽⁵⁾	<p>Third Party Billing Surcharge will apply to shipments that are billed to a third party. The surcharge will be charged to the third-party payer⁽⁶⁾.</p> <p>The surcharge applies when the shipper account number and the third party billing account number are not part of the same company, as determined by FedEx.</p>	<p>2.5% of total shipment charges.</p> <p>Total shipment charges includes transportation charges, surcharges and additional fees; but does not include duties, taxes and ancillary clearance service fees.</p>

(1) Service availability and transit times may vary by postal code. Please call Customer Service for service availability and precise transit times in your area.

(2) All fees are exclusive of VAT.

(3) The full rate per kilogram will be charged for any part kilogram.

(4) Not all delivery options are available in all origins or destinations. Please see fedex.com/ae for details.

(5) Surcharge effective from January 22nd 2018.

(6) For the definition of Bill Third Party shipment see FedEx conditions of carriage on fedex.com/ae/services/terms/.