 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 and Surcharges**

Applicable in the United Kingdom from 2 January 2017

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**

You can customise 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.

<table>
<thead>
<tr>
<th>Service</th>
<th>Definition</th>
<th>Fees (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dangerous Goods</strong>&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>FedEx Express Dangerous Goods services allow the shipping of regulated dangerous substances and materials including door-to-door delivery and customs clearance. Applicable fee depends on the Dangerous Goods type:</td>
<td><strong>INTERNATIONAL</strong></td>
</tr>
</tbody>
</table>
| Dangerous Goods | • **Accessible Dangerous Goods (ADG)** The content of package must be accessible during transit for security reasons. | • ADG:  
- Parcel (IP): £50/shipment  
- Freight (IPF): £0.75/kg<sup>(3)</sup> |
| Dangerous Goods | • **Inaccessible Dangerous Goods (IDG)** The content of package does not have to be accessed during transit and can be mixed with other freight. | • IDG:  
- Parcel (IP): £34/shipment  
- Freight (IPF): £0.50/kg<sup>(3)</sup> |
| Dangerous Goods | • **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. | • DI:  
- Parcel (IP): £10/shipment  
- Freight (IPF): £0.20/kg<sup>(3)</sup> |
<p>| Diplomatic Bag (Diplomatic Mail)&lt;sup&gt;(1)&lt;/sup&gt; | 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&lt;sup&gt;®&lt;/sup&gt; 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&lt;sup&gt;(1)&lt;/sup&gt; | 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&lt;sup&gt;(1)&lt;/sup&gt; | Create return or import shipping labels and allow your customers to access these electronically and edit them as needed. | £0.97/label |</p>
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</table>
| **FedEx International Broker Select Option** | A fee applies to FedEx International Broker Select (BSO) shipments when all of the following occur:  
• 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. | £1.14/kg (minimum £7.60)     |
| **FedEx Priority Alert**                     | FedEx Priority Alert (FPA) is a specialised, 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: £0.62/kg (minimum £17)  
FedEx International Priority Freight: £0.31/kg (minimum £126) |
| **FedEx Priority Alert Plus**                | 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: £0.83/kg (minimum £21)  
FedEx International Priority Freight: £0.42/kg (minimum £167) |
| **On Demand Care**                          | 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: £3.33/kg (minimum £84)  
FedEx International Priority Freight and FedEx International Economy Freight: £0.83/kg (minimum £336) |
| **Hold at FedEx Location**                  | 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                          |
| **Third Party Consignee**                   | FedEx Third Party Consignee International Priority service (TPC) is our value-added service for customers who do not want to reveal the actual commercial value of the shipment and the shipper details to their consignees. This service enables deliveries of shipments to end consignees without a commercial invoice attached. | £13.50/shipment               |
| **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/gb/ancillaryservices/ |
Delivery Signature Options

<table>
<thead>
<tr>
<th>Service</th>
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<th>Fees (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>Free</td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td>Free</td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td>£2/shipment Free for shipments to US and Canada above USD500 declared value.</td>
<td></td>
</tr>
<tr>
<td>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).</td>
<td>£2.40/shipment</td>
<td></td>
</tr>
</tbody>
</table>
**+ Surcharges**

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

<table>
<thead>
<tr>
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<th>Fees (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional Handling Surcharge – Non-stackable</td>
<td>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.</td>
<td>£114/shipment</td>
</tr>
<tr>
<td>Address Correction</td>
<td>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.</td>
<td>£5.72/shipment</td>
</tr>
<tr>
<td>Extended Area Service</td>
<td>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.</td>
<td>Out-of-Pick-up-Area: £0.31/kg (minimum £14) Out-of-Delivery-Area: £0.31/kg (minimum £14)</td>
</tr>
<tr>
<td>Fuel Surcharge</td>
<td>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.</td>
<td>Go to fedex.com/gb/fuelsurcharge for updates on the fuel surcharge.</td>
</tr>
<tr>
<td>Saturday Delivery</td>
<td>A surcharge might apply to a delivery performed on a Saturday. Service availability may vary according to place of collection and destination. 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.</td>
<td>£16.50</td>
</tr>
</tbody>
</table>

(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/gb for details.

For further information, please call Customer Service on 03456 07 08 09.
Useful Information for your Shipment

Applicable in the United Kingdom from 2 January 2017

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. If any liability is accepted, 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, known as the Declared Value for Carriage (and which is the section that would require completing during the shipping process).

For each additional £63 (or part thereof) of liability for an international shipment that FedEx Express accepts above the limits of liability set out above an additional charge of £0.66 per additional £63 (or part thereof) will be payable. 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).

For further information, please call Customer Service on 03456 07 08 09.
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/gb/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:

<table>
<thead>
<tr>
<th>FedEx® Box (all sizes)</th>
<th>1kg</th>
</tr>
</thead>
<tbody>
<tr>
<td>FedEx® Tube</td>
<td>4kg</td>
</tr>
</tbody>
</table>

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.

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/gb/ancillary/services/).

FedEx Express Conditions of Carriage

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/gb/services/terms/.