



# Terms and Conditions

**Definitions** On this FedEx Prepaid Stamp and the FedEx Prepaid Stamp Agreement, “we,” “our,” “us,” and “FedEx” refer to Federal Express Corporation, its employees, and agents. “You” and “your” refer to the sender, its employees, and agents.

**Agreement To Terms** By giving us your package to deliver, you agree to all the terms on the FedEx Prepaid Stamp, in the FedEx Prepaid Stamp Agreement, and in the current FedEx Service Guide, which is available online at [fedex.com](http://fedex.com) or upon request. If there is a conflict between the current FedEx Service Guide, the FedEx Prepaid Stamp, and the Order Form, the current FedEx Service Guide will control. No one is authorized to change the terms of our Agreement.

## Limitations On Our Liability And Liabilities Not Assumed

- We will not be responsible for any claim in excess of \$100 per FedEx Prepaid Stamp shipment, whether the result of loss, damage, delay, nondelivery, misdelivery, or misinformation, unless you have declared a higher value on the FedEx Prepaid Stamp Agreement and Order Form and paid an additional charge. Your right to recover from FedEx for any loss, including intrinsic value of the package, loss of sales, income interest, profit, attorneys’ fees, costs, and other forms of damage, whether direct, incidental, consequential, or special, is limited to the lesser of \$100 or the actual documented loss, unless you pay for and declare a higher authorized value. If you declare a higher value and pay the additional charge, our liability will be the lesser of your declared value or the actual value of your package. Additional limitations can be found in the current FedEx Service Guide. We do not provide cargo liability insurance.
- In any event, we will not be liable for any damage, whether direct, incidental, special, or consequential, in excess of the declared value of a shipment, whether or not FedEx had knowledge that such damages might be incurred, including but not limited to loss of income or profits.
- We won’t be liable:
  - for your acts or omissions, including but not limited to improper or insufficient packing, securing, marking, or addressing, or those of the recipient or anyone else with an interest in the package.
  - if you or the recipient violates any of the terms of our Agreement.
  - for loss of or damage to shipments of prohibited items.
  - for loss, damage, or delay caused by events we cannot control, including but not limited to acts of God, perils of the air, weather conditions, acts of public enemies, war, strikes, civil commotions, or acts of public authorities with actual or apparent authority.

**Filing A Claim** YOU MUST MAKE ALL CLAIMS IN WRITING and notify us of your claim within strict time limits set out in the current FedEx Service Guide. You may call our Customer Service department at 1.800.GoFedEx 1.800.463.3339 to report a claim; however, you must still file a timely written claim.

Within nine months (from the ship date) after you notify us of your claim, you must send us all the information you have about it. We aren’t obligated to act on any claim until you have paid all transportation charges, and you may not deduct the amount of your claim from those charges.

If the recipient accepts your package without noting any damage on the delivery record, we will assume the package was delivered in good condition. For us to process your claim, you must make the original shipping cartons and packing available for inspection.

**Right To Inspect** We may, at our option, open and inspect your packages before or after you give them to us to deliver.

**Right Of Rejection** We reserve the right to reject a shipment when such shipment would be likely to cause delay or damage to other shipments, equipment, or personnel; or if the shipment is prohibited by law; or if the shipment would violate any terms of the FedEx Prepaid Stamp Agreement or the current FedEx Service Guide.

**Special Services** C.O.D. service is not available with this FedEx Prepaid Stamp. If C.O.D. service is required, please use a FedEx Express C.O.D. Airbill. DANGEROUS GOODS cannot be shipped using this FedEx Prepaid Stamp. SATURDAY service, service to ALASKA or HAWAII, or any other special services are not available with the FedEx Prepaid Stamp.

**Air Transportation Tax Included** A federal excise tax when required by the Internal Revenue Code on the air transportation portion of this service, if any, is paid by us. We reserve the right to transport this shipment entirely by ground transportation.

**Money-Back Guarantee** In the event of untimely delivery, FedEx will, at your request and with some limitations, refund or credit all transportation charges. See the current FedEx Service Guide for more information.

The FedEx Prepaid Stamp has no cash value and is not transferable or redeemable regardless of the expiration date. Do not ship cash.

**Termination** FedEx may immediately and without notice terminate your participation in this Program if you fail to comply with any of the terms and conditions of this Program.