



FedEx Express® Prepaid Stamps Frequently Asked Questions

Using FedEx Express Prepaid Stamps is an easy, cost-effective way to manage returns and other FedEx Express® shipments. For more about how these preprinted labels work, and how they may help you control costs, consider these frequently asked questions.

How do FedEx Express Prepaid Stamps work?

FedEx Express Prepaid Stamps are FedEx® shipping labels preprinted with your return address. Simply include the preprinted label with your outbound package or send the label to your customer once the return is initiated. The FedEx Express Prepaid Stamp takes the place of an airbill and lets you allocate shipping costs and specify a delivery service ahead of time.

What are the advantages of using FedEx Express Prepaid Stamps?

Because you determine the delivery service in advance, you take control of your inbound packages. And the label does not display your account number, so your information stays secure.

What services are available with FedEx Express Prepaid Stamps?

The preprinted labels are available for FedEx Priority Overnight®, FedEx Standard Overnight® and FedEx 2Day® services in the contiguous U.S.

Is Saturday delivery available with FedEx Express Prepaid Stamps?

No, these stamps are only for weekday delivery. For Saturday delivery, you might consider FedEx Express® Billable Stamps, which include an expanded delivery stamp. For more information, go to fedex.com/us/services/options/returns/returnstamps.html.

What is the weight limit for shipping with FedEx Express Prepaid Stamps?

You may purchase prepaid stamps for FedEx® Envelope shipments or packages weighing up to 5 lbs. — and in some cases, for packages up to 150 lbs. (See the FedEx Express Prepaid Stamp Agreement and Order Form at fedex.com/us/services/options/returns/returnstamps.html for complete details.)

What if a package shipped with a FedEx Express Prepaid Stamp exceeds the weight limit declared?

You may incur additional charges if your customer uses a FedEx Express Prepaid Stamp to send you a shipment that exceeds the declared prepaid weight, or if a shipment requires special handling.

What is the minimum order for FedEx Express Prepaid Stamps?

You must order a minimum quantity of 25 (per line item on the order form), but FedEx Express Prepaid Stamps may be used for up to 2 years from your order date. The expiration date is clearly printed on the face of your stamps. Stamps are not accepted after the date they expire.

Must I have a FedEx account number to order FedEx Express Prepaid Stamps?

Yes, an account number is required, but it's easy to open a FedEx Express account. Go to fedex.com/us/newcustomer/index.html.

May I get a refund if a FedEx Express Prepaid Stamp is not used?

No, FedEx Express Prepaid Stamps are preprinted with the shipment weight, FedEx Express delivery service and recipient location you specify when ordering. Prepaid costs are not refundable.

When will my order of FedEx Express Prepaid Stamps be shipped?

Your FedEx Express Prepaid Stamps are typically shipped in 5 to 7 business days after you place your order.

How do I order FedEx Express Prepaid Stamps?

Orders cannot be placed by phone because a signature is required on the agreement. Complete the FedEx Express Prepaid Stamp Agreement and Order Form at fedex.com/us/services/options/returns/returnstamps.html or call 1.800.GoFedEx 1.800.463.3339 for more details.

At the time you place your order, you may purchase FedEx Express Prepaid Stamps with a check, money order or credit card.

See the FedEx Express Prepaid Stamp or FedEx Express Prepaid Stamp Agreement for terms and conditions governing the use of FedEx Express Prepaid Stamps.