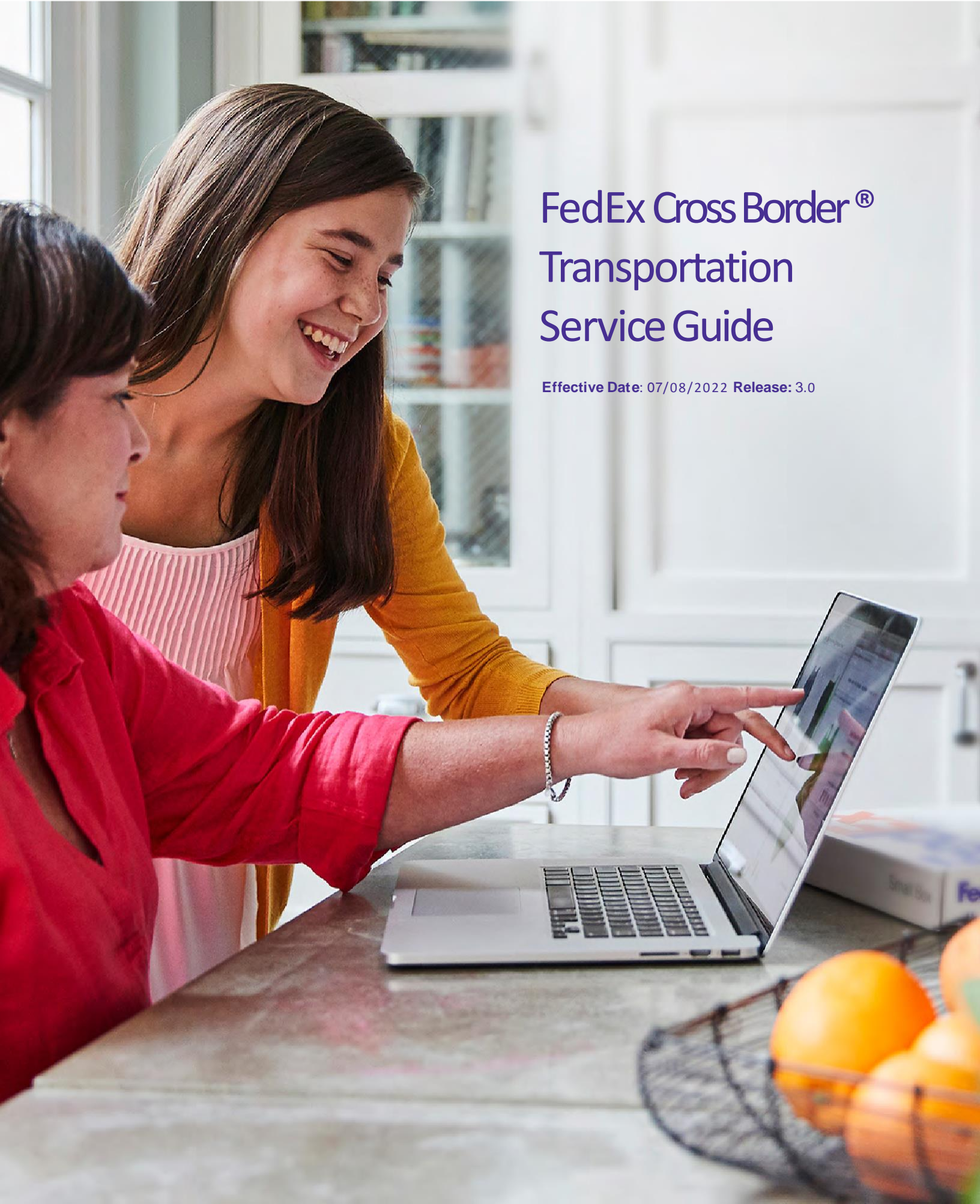


FedEx Cross Border[®] Transportation Service Guide

Effective Date: 07/08/2022 **Release:** 3.0



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This service guide includes an overview of FedEx Cross Border® services, and the terms and conditions for the U.S. outbound transportation services provided by FedEx Cross Border Logistics, Inc.

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SERVICES

FedEx Cross Border® Transportation Services

When your customers do not need express delivery, ship reliably for less with FedEx® International Connect, our transportation solution built specifically to deliver lightweight, low-value shipments to global e-commerce consumers while balancing speed and costs.

Deliver to recipients in more than 220 countries and territories worldwide. Our strong relationships with trusted delivery providers in the destination countries and territories enable you to reach doorsteps in key international e-commerce markets cost-effectively.

We offer two service options with FedEx International Connect: one with tracking and the other without tracking. We will work with you to help you select the right one for your needs.



Ideal items for these services include lightweight, low-value products, such as:

- Clothing and apparel
- Health and beauty products
- Toys
- Handmade goods
- Electronic accessories
- Automotive accessories
- Technology accessories
- Books
- Stationery
- Cosmetics
- Samples
- Footwear
- Pet products
- Sports/leisure goods
- Media: games, DVDs

Note: Not recommended for high-value goods and temperature or time-sensitive shipments. Cannot be used for shipments heavier than 66 lbs or restricted and prohibited items, including hazardous materials and dangerous goods. See detailed information on page 8.

FEATURES

We offer the following features with flexibility to meet your business needs as well as enhance the experience of your international customers:

Delivery Aim*

Our extensive vendor network and last-mile providers help enable us to meet your delivery targets in the range of 4-10 business days depending on the destination countries or territories for your shipments.

* Delivery aim does not include transportation to the FedEx Cross Border processing center. Transit times are not guaranteed, as Money Back Guarantee (MBG) is not available with FedEx Cross Border services.

Handling Duties & Taxes

We offer two methods for handling duties and taxes:

Delivered Duty Paid (DDP)	Delivered Duty Unpaid (DDU)*
<p>Available only with the tracked service option</p> <ul style="list-style-type: none"> • With this option, the recipient will have a seamless experience with prepaid duties and taxes. • FedEx Cross Border will pay duties and taxes at clearance and invoice you. 	<p>Available with both tracked and untracked options</p> <ul style="list-style-type: none"> • With this option, the recipient is responsible for any duties or taxes assessed. Ideal for packages below de minimis value (a threshold set by the destination country or territory). • Recipient must pay any duties and taxes assessed before customs clears the package.

*DDU is equivalent to the 2020 Incoterm DAP (Delivered At Place).

Tracking

The following scanning events are made available for your shipments*:

- Arrives at the processing center
- Departs the processing center
- Departs from the origin country or territory
- Arrives in the destination country or territory
- Undergoes a customs scan, where applicable
- Is delivered

*Tracking events may vary by destination country/territory and are only available if the tracking service option chosen by the customer.

Size & Weight Limits*

Tracked Parcels	Untracked Parcels
<p>Maximum size of longest side: 59 inches</p> <p>Maximum combined girth: 98.4 inches</p> <p>Maximum weight: 66 lbs.</p>	<p>Maximum length + width + height: 35.4 inches; no single side can exceed 23.6 inches</p> <p>Minimum weight: 0.8 oz.</p> <p>Maximum weight: 4.4 lbs.</p>

*May vary by delivery provider and destination country/territory.

Calculating Combined Girth

The final figure is the combined girth of your parcel and must NOT exceed 98.4 inches for tracked service option and 35.4 inches for untracked service option.

1

Measure the three dimensions of your parcel in inches.

EXAMPLE:
20 inches (length) x 10 inches (width) x 5 inches (height)

2

Add the measurements of the two smallest dimensions together.

EXAMPLE:
10 inches + 5 inches = 15 inches

3

Multiply the result by 2.

EXAMPLE:
15 inches x 2 = 30 inches

4

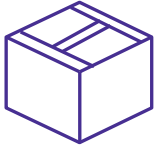
Add the measurement of the longest side.

EXAMPLE:
30 inches + 20 inches = 50 inches

SERVICES

How It Works

The following diagram explains the steps involved in the entire journey of your shipment:



1

Ship to our processing center.

You ship orders to our processing center. FedEx Cross Border can assist with this step if requested.



2

We prepare the shipment.

At the FedEx Cross Border processing center, we sort and prepare your parcels to leave the U.S. The recipient address is printed on the label in the destination country or territory's language(s).



3

Your shipment departs from the U.S.

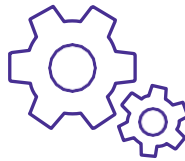
Shipments travel via linehaul in a process closely managed by FedEx Cross Border.



4

Your shipment goes through Customs.

Clearance is handled in compliance with global rules and regulations. For DDU parcels, the recipient must pay any duties assessed.



5

Your shipment is tendered to the final-mile delivery provider.

Strong relationships with final-mile delivery providers help ensure your customers enjoy an exceptional delivery experience.

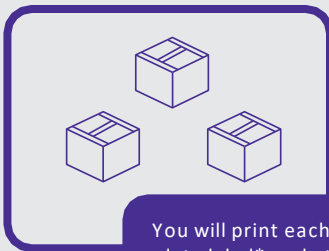


6

Your shipment is delivered to your customer.

Our final-mile local carrier completes the delivery.

For step 1 above, if you are using a FedEx® service to ship your order to the FedEx Cross Border processing center, we require you to follow the process depicted below:



You will print each license plate label* and attach to the individual parcels.



You will consolidate parcels going to the same facility and attach the first-mile label.



Your selected carrier will pick up at the scheduled pickup time to deliver to a FedEx Cross Border processing center.

*"License plate label" refers to the FedEx International Connect labels.

SHIPPING INFO

Packaging & Labeling for First-Mile Shipping of Consolidated Shipments Containing Parcels

Consolidate your parcels in bags, boxes or pallets. There is no need to sort parcels by destination. If the packages are palletized, make sure they are stacked and shrink-wrapped appropriately with the labels facing out.

If you use a FedEx® service to ship to the FedEx Cross Border processing center, follow the applicable packaging guidelines.

- FedEx Freight® packaging: [fedex.com/en-us/service-guide/packing-iftl-freight/tips.html](https://www.fedex.com/en-us/service-guide/packing-iftl-freight/tips.html)
- FedEx Ground® and FedEx Express® packaging: [fedex.com/en-us/shipping/packing/how-to-pack.html](https://www.fedex.com/en-us/shipping/packing/how-to-pack.html)

Packaging, Labeling & Customs Documentation for Individual Parcels

Packaging

To reduce returned or undelivered parcels and minimize the risk of damage in transit, it is critical to use appropriate packaging for the weight, size and type of items being shipped.

1. Use padded envelopes or reinforced cartons for sharp-edged or odd-shaped items. Make sure contents are secure within the parcel.
2. Ensure outer carton strength is appropriate for the weight of the items being dispatched.
3. Seal securely — use tape that can withstand external pressure and stay sealed.
4. Flatten any sharp ends of staples and cover with tape
5. Use reinforced corners if required.

Remember: Your parcel will be handled several times and pass through conveyor systems before being delivered, so be sure the packaging is strong and secure.

If an item has not been packaged appropriately, a damage claim may be unsuccessful. If you have concerns about your packaging, contact your account manager for advice.

SHIPPING INFO

Labeling	Customs Documentation
<p>FedEx Cross Border works with you to help you prepare labels and supply the data required for shipping.</p> <p>Each parcel must have a label. The barcode contains important information and must be complete and unobscured for scanning. Labels should be attached to the upper left part of the parcel without creases or sticky tape. Labels should also avoid the seal of the parcel.</p> <p>Addressing. To help prevent undeliverable shipments, be sure to provide complete delivery addresses. Make sure the address is in the correct format for the destination.</p> <p>Example: With shipments going to Germany, the street name goes before the house number — e.g., Berlin Strasse 94, Berlin.</p> <p>ZIP or postal codes. Ensure the correct format is used for the destination country or territory. For advice on postal code format, contact your account manager.</p> <p>Recipient email address. This is required to prearrange delivery, notify recipients that parcels are ready for pickup, let them know delivery has been attempted or provide an expected delivery time.</p> <p>Recipient phone number. We strongly recommend providing the recipient’s mobile phone number. Most final-mile carriers will communicate with the recipient via SMS, especially if PUDO (pickup/dropoff) locations or lockers are used. The phone number must be provided in the correct national format. Do not include international dial codes.</p> <p>Example: In France, you need to provide 10 digits — e.g., 04 13 57 10 54. Any other format, such as ++413571054 or 41 3571054 or 0033-413571054, cannot be used.</p> <p>Address validation. Our system validates addresses when parcel data is uploaded. If there is an error, we cannot process the parcel until it is resolved. Customer Support monitors the error queue and proactively addresses the issues either with you (if the error is due to missing address information) or with the delivery provider.</p>	<p>Each parcel must have a customs declaration form and/or Commercial Invoice (if required). For some destinations, we use paperless, electronic customs clearance. We still recommend you affix the Commercial Invoice.</p> <p>For non-electronic customs clearance, parcels must have a completed CN23 and three copies of the Commercial Invoice attached. The Commercial Invoice should contain:</p> <ul style="list-style-type: none"> • Three typed (not handwritten) copies on company letterhead • An original company stamp or original official signature plus job title on each copy • Sender’s name, address, postal or ZIP code, country/territory, telephone, fax, and a contact name • Recipient’s name, address, postal or ZIP code, country/territory, telephone, fax, and a contact name • Buyer’s name, address, postal or ZIP code, country/territory, telephone, fax, and a contact name • The VAT numbers of the sender and the buyer or declarations of non-VAT registration (as appropriate) • Date • Invoice number and purchase order number (if applicable) • For each type of merchandise: number of units, description, Harmonized System (HS) code, country of origin, unit weight, unit value and total value • Total number of items, total weight and total value • Currency used • Shipping costs • Declaration that all invoice information is true and correct • Business registration details (if appropriate) • For certain destinations (e.g., China, Brazil), a recipient national ID number or passport number <p>For shipment values exceeding in-country VAT and duty thresholds, the following information is usually mandatory:</p> <ul style="list-style-type: none"> • Full and detailed descriptions of all the goods being sent, to help minimize customs delays. <p>Example of a good description: Ladies’ 60% cotton/40% polyester KNIT sweater; Men’s 100% polyester WOVEN pants</p> <p>Example of a bad description: Ladies’ & Men’s clothing</p> <ul style="list-style-type: none"> • HS code. The Harmonized System is a set of names and numbers assigned to items that can be imported and exported. Failure to provide an HS code could increase time taken to clear customs. <p>Certain products such as health- or food-related items may have additional restrictions, prohibitions or documentation requirements.</p> <p>Note: It is the sender’s responsibility to ensure all appropriate documentation is completed.</p>

SHIPPING INFO

Prohibited & Restricted Items

You are responsible for ensuring you do not ship any prohibited or restricted items. Countries and territories also have their own rules regarding what can or cannot be sent by post.

FedEx Cross Border is unable to ship prohibited and restricted items on behalf of our customers.

Certain items cannot be received, stored, shipped, imported and/or exported due to regulatory, hazard, safety or other reasons. Transactions involving these commodities are strictly

prohibited, regardless of origin or destination.

Please note: Prohibited items are forbidden to be exported from the origin country or territory, or imported to the destination country or territory.

For lists specific to a destination, see the Country and Territory Specific Lists at crossborder.fedex.com/us/assets/prohibited-restricted/.

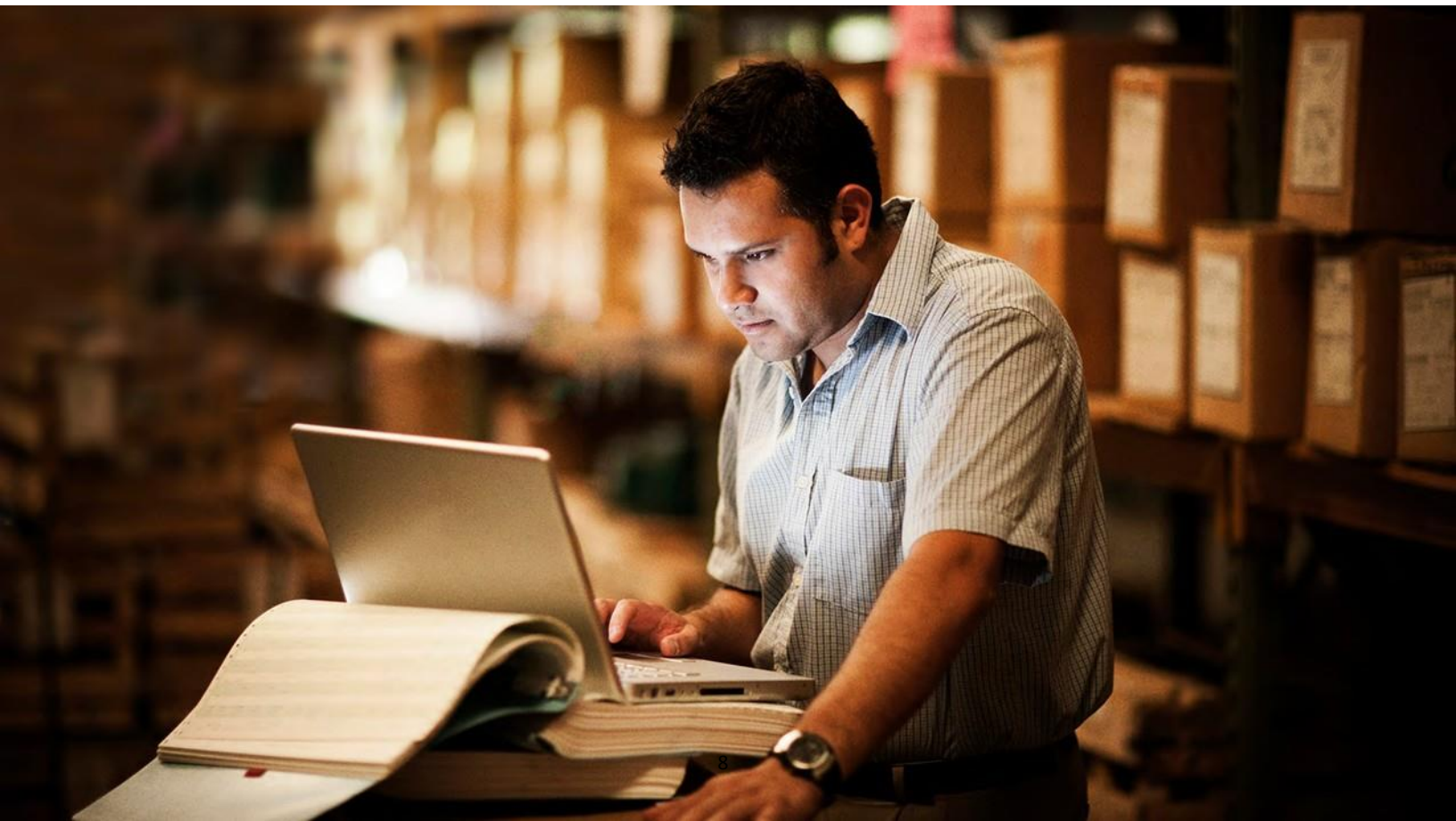
Denied Parties

The United Nations, European Union and U.S. maintain lists of Denied Parties. These are individuals or businesses that may be subject to political sanctions or suspected of involvement in terrorism. Shipping to Denied Parties is prohibited.

The legal implications of shipping to a Denied Party are serious. Violations of the Export Administration Regulations, 15 C.F.R. Parts 730-774 (EAR) may be subject to both criminal and administrative penalties. Under the Export Control Reform Act of 2018 (50 U.S.C. §§ 4801-4852) (ECRA), criminal penalties can include up to 20 years of imprisonment

and up to US\$1 million in fines per violation, or both. Go to <https://www.bis.doc.gov/index.php/enforcement/oeep/penalties> for more information.

It is your responsibility as the originator to ensure you are compliant with these regulations. However, FedEx Cross Border can provide screening services for all data transmitted to us to assist in detecting any parcels that may be sent to a Denied Party. Contact your account manager to learn more.



CUSTOMER SUPPORT

Customer Support

Tracking

FedEx International Connect shipment status can be tracked as follows:

- You can track your parcel’s status by going to fcbtracking.fedex.com
Please note that this site will provide a link to the final-mile delivery provider’s tracking site for additional information.
- If your shipment monitoring system is integrated with FedEx Cross Border via API, tracking status updates will be pushed back into your system.
- Make inquiries by emailing Customer Support at FCB-Support@fedex.com.

Reports

You may access performance reports, dashboards and shipment data by logging in to the FedEx Cross Border transportation portal at fcblogin.fedex.com

Parcel Management

The Customer Support team works closely with the delivery providers to proactively manage delivery exceptions. It is not guaranteed, but when FedEx Cross Border is notified of an exception by the delivery provider, we will advise our client whether there is a problem with a parcel and work with them to try to resolve for a successful delivery before the parcel is returned.

We continuously monitor and work to improve our Customer Support inquiry routing and team assignments to optimize response times and overall effectiveness.

If no one is available to receive a parcel, we offer four alternatives:

- The parcel will be left in a secure location, such as a P.O. Box.
- The parcel will be left with a neighbor.
- The parcel will be left at the recipient’s local collection point or post office.
- The recipient will be notified to contact the delivery provider to arrange another time slot.

Undeliverable parcels will be returned based on customer request.



Contact Us

For inquiries about shipments, email the tracking number(s) and brief description of the issue to FCB-Support@fedex.com. We will acknowledge receipt of your request within 24 hours. If necessary, we will work with our delivery provider to retrieve information on the parcel. It may take up to five working days for us to provide a response.

For IT issues, send an email to FCB-ITSupport@fedex.com, and for billing questions, send an email to FCB-BillingSupport@fedex.com.

TERMS & CONDITIONS

FedEx Cross Border Transportation Services — Terms & Conditions

The FedEx International Connect service (the “FedEx Cross Border Services” or “Service(s)”) provided by FedEx Cross Border Logistics, Inc., including any and all of its parents, subsidiaries, and affiliates (collectively referred to as “FedEx Cross Border”), to and for any person or entity using said Services (“Client”) are governed by these Terms and Conditions. FedEx Cross Border reserves the right, at its sole discretion, to change, modify or otherwise alter these Terms and Conditions at any time and without notice. The current version of these Terms and Conditions supersedes all previous terms and conditions, amendments, supplements and other prior statements concerning the terms and conditions of FedEx Cross Border Services to which these Terms and Conditions apply. FedEx Cross Border and Client may be hereinafter referred to individually as a “Party” and collectively as the “Parties”.

General Terms and Conditions

1. DEFINITIONS:

- a. “Agreement” means the FedEx Cross Border Logistics, Inc. Service Agreement between FedEx Cross Border and Client.
- b. “Antique” means an object which is over 100 years old.
- c. “Collectable” means something which has appreciated in value either due to its scarcity or due to it being no longer in production.
- d. “Shipment” means one or more Parcels sent at one time by a Client.
- e. “Fees” means the charges payable to FedEx Cross Border by Client in accordance with these Terms and Conditions.
- f. “Shipping Label” means the label that is affixed to a Parcel in accordance with these Terms and Conditions bearing the name and address of the Recipient and any other required information.
- g. “Dispatch” means the time when Client hands a Shipment to a representative or agent of FedEx Cross Border for conveyance and delivery under the Services.
- h. “International Deliveries” means any deliveries to an address outside the country from which the shipment originated.
- i. “Parcel” means a package (which includes its contents) sent by Client under any of the Services.
- j. “Prohibited and Restricted Items” means items which cannot be sent using the Services as identified in the Agreement and associated lists, which may be updated by us from time to time in accordance with these Terms and Conditions. Information relating to Prohibited and Restricted Items can be found at crossborder.fedex.com/us/assets/prohibited-restricted/ (or any replacement URL).
- k. “Recipient” means the person or persons to whom a Shipment is addressed.
- l. “FedEx Cross Border”, for purposes of these Terms and Conditions, includes FedEx Cross Border and its employees, appointed sub-contractors and agents.
- m. “Shipper” means the original sender of the goods.
- n. “Undeliverable” means a Shipment that FedEx Cross Border has been unable to deliver or in its opinion under the circumstances presented that delivery should not be attempted.
- o. “Working Day” means any day on which FedEx Cross Border and/or its appointed agents’ network are open and operating.

2. ACKNOWLEDGMENT AND ACCEPTANCE OF TERMS OF SERVICE: The services are offered by FedEx Cross Border to Client under these Terms and Conditions and any operating

rules or policies that may be published by FedEx Cross Border at a designated URL (the “Terms and Conditions”). Activation of a Client account or use of any Services offered by FedEx Cross Border is expressly conditioned upon acceptance of and agreement to these Terms and Conditions. These Terms and Conditions and the Agreement constitute the entire agreement between Client and FedEx Cross Border regarding the Services. ACTIVATION OF AN ACCOUNT OR USE OF ANY OF THE SERVICES REPRESENTS AND WILL BE DEEMED TO BE CLIENT’S ACCEPTANCE OF AND AGREEMENT TO THESE TERMS AND CONDITIONS. If Client disagrees with any of these Terms and Conditions at any time, Client’s only recourse is to cease using the Services of FedEx Cross Border. It is Client’s responsibility to review and be familiar with the Terms and Conditions, and continued use of the Services will constitute acceptance of the then-current Terms and Conditions.

3. PRIVACY NOTICE: The FedEx Cross Border Privacy Notice can be found at the following website: crossborder.fedex.com/us/assets/privacy_policy.shtml (or any replacement URL). In addition to these Terms and Conditions, Client’s use of the Services in any manner constitutes acknowledgment and acceptance of the FedEx Cross Border Privacy Notice.

4. AGENCY: By activating an account or using any of the Services, Client authorizes FedEx Cross Border, at its sole discretion and as necessary, to select a licensed customs broker to act as Client’s agent or, if necessary, as Client’s direct representative. Client further authorizes the licensed customs broker selected by FedEx Cross Border to act on Client’s behalf for the purpose of transacting business with customs or revenue authorities to clear the Parcels shipped through the service, and to account for all duties and taxes on Client’s behalf. Client further authorizes and expressly permits FedEx Cross Border to share with the selected customs broker any information related to Client and its Parcels that is necessary for international processing and shipment of Client’s Parcels, including but not limited to customs clearance. Client acknowledges and agrees that the selected broker may require additional documentation or approvals to act on its behalf and provide the requested brokerage services. Client agrees that it will be responsible for timely providing any additional information or documentation required by the broker in order to provide brokerage services, and acknowledges that its failure to do so may delay or prevent the clearance of Parcels or Shipments through customs or delivery into certain destinations and may result in additional fees or charges.

5. SECURITY: Client is solely responsible for maintaining the confidentiality of its password and account information, and for any and all activities that occur under its account. Client agrees to notify FedEx Cross Border immediately upon discovery of any unauthorized use of its account or any other breach of security. Client must promptly inform FedEx Cross Border of any actual or apparent breaches of security, such as loss, theft, or unauthorized disclosure or use of its account or password. Until FedEx Cross Border is properly notified of any breach or suspected breach by Client, Client remains exclusively liable for any unauthorized use of the Services through its account. In consideration for using the Services, Client agrees to: (1) provide certain current, complete and accurate information when prompted to do so by the Services, and (2) maintain and update its information as required by FedEx Cross Border to keep it current, complete and accurate. If Client provides any inaccurate or incomplete

TERMS & CONDITIONS

Client represents and warrants that it has a right to use the Services for the purpose of shipping and transporting goods and materials in secure premises, and that it is the owner of the goods and materials to be shipped. Client shall be responsible for obtaining all necessary permits, licenses, and other approvals required for the shipment of the goods and materials. Client shall be responsible for obtaining all necessary permits, licenses, and other approvals required for the shipment of the goods and materials.

For this purpose, Client expressly authorizes FedEx Cross Border to open a Shipment on its behalf and to use the Services for the purpose of shipping and transporting goods and materials in secure premises, and that it is the owner of the goods and materials to be shipped. Client shall be responsible for obtaining all necessary permits, licenses, and other approvals required for the shipment of the goods and materials.

FedEx Cross Border reserves the right to amend its rates and charges at its discretion to open a Shipment on its behalf and to use the Services for the purpose of shipping and transporting goods and materials in secure premises, and that it is the owner of the goods and materials to be shipped. Client shall be responsible for obtaining all necessary permits, licenses, and other approvals required for the shipment of the goods and materials.

28. CHARGES: Charges are set out in the applicable rate card or other similar documentation. FedEx Cross Border reserves the right to amend its rates and charges at its discretion to open a Shipment on its behalf and to use the Services for the purpose of shipping and transporting goods and materials in secure premises, and that it is the owner of the goods and materials to be shipped. Client shall be responsible for obtaining all necessary permits, licenses, and other approvals required for the shipment of the goods and materials.

26. SERVICE STANDARDS AND DELIVERY:

- a Shipments will only be delivered on Working Days or where FedEx Cross Border deems it necessary to deliver on non-working days.
- b If a Shipment is dispatched other than on a Working Day, after the latest acceptance time on a Working Day, it will be deemed to have been dispatched on the next Working Day.

- b Client shall pay to FedEx Cross Border the Fees and any other charges relating to the Services selected at the time of purchase by the method specified by FedEx Cross Border. Any Fees or charges incurred or levied after purchase shall be due and payable (together with any unpaid Fees and charges), within the timescale and in the manner specified by FedEx Cross Border from time to time, which currently are on demand. Such additional charges may include, but are not limited to, handling charges, charges for enhanced transit liability, returning or disposing of Undeliverable items, providing hardcopy proof of delivery and re-packaging.

27. UNDELIVERABLES:

- a If an undelivered Shipment is held by FedEx Cross Border and is not claimed within the time specified on the original delivery attempt notification, the Shipment will be returned as undeliverable or otherwise disposed of, and the applicable charges will be the responsibility of Client.
- b FedEx Cross Border assumes no responsibility for its inability to complete a delivery due to incorrect information or missing documentation, whether or not FedEx Cross Border attempts to notify the Recipient or Client. FedEx Cross Border shall be entitled to charge an administrative fee for obtaining such corrective or complete information.
- c If a Recipient refuses to pay any customs charges and/or duties (or any associated handling charges levied by FedEx Cross Border) owed for a Shipment and, as a result, the Shipment or a part of the Shipment is not delivered, FedEx Cross Border shall not incur any liability and the Shipment (or relevant part) will only be returned to Client if Client so instructs. If Recipient refuses to pay any amounts owed at the time of delivery, Client will be responsible for all such amounts owed plus any applicable return carriage charges.
- d If Client refuses to pay the charges referred to in 27.c above, FedEx Cross Border may dispose of the Shipment (or relevant part) as it sees fit.
- e FedEx Cross Border shall have a lien over any Parcels or Shipments for any amounts owed from Client and FedEx Cross Border reserves the right to sell Parcels or Shipments to recoup any monies due.
- f Client authorizes FedEx Cross Border to deliver a Shipment, or any part thereof, to such post office or delivery agent in such country as FedEx Cross Border may, in its sole discretion, elect. FedEx Cross Border shall not be liable for any loss or damage to the Shipment, or any part thereof, arising from any actions by any such post office or delivery agent and/or customs authority or other persons acting on their behalf on any grounds including, but not limited to, the grounds that the Shipment or any part thereof contravenes or is alleged to contravene Article 25 of the 1994 UPU Seoul Convention (and any amendment or replacement thereof) in any manner or form. FedEx Cross Border shall take reasonable steps to return to Client any Shipment that is returned to FedEx Cross Border by any such post office or delivery agent.

- c Except as otherwise provided in these Terms and Conditions, Client shall be liable for all duties, levies, taxes, imposts, deposits or outlays of any kind whatsoever levied by any authority whatsoever for or in connection with the contents of a Shipment and for any payment, fine, expense, loss or damage whatsoever suffered or incurred by FedEx Cross Border in connection therewith.
- d Storage fees for held shipments: A Recipient has 30 days from the date of the notification to make payment of the applicable duty and customs charges owed for any given Parcel. Upon payment the Parcel will be released for delivery. If payment is not received within the 30-day period, or if Recipient refuses to pay the charges owed, Client will be responsible for the outstanding charges. The Parcel will then be held for an additional 15 days for Client to determine whether to return or destroy the Parcel. If Client fails to inform FedEx to either return or destroy the Parcel within the 15-day period (e.g., a maximum of 45 days from the date of the initial notification to Recipient), then Client will incur a storage charge of \$2.00 per day for each day thereafter until Client informs FedEx Cross Border to either return or destroy the Parcel.
- e FedEx Cross Border reserves the right to charge a \$2.00 administrative fee each time FedEx Cross Border has to amend or revise Client's pre-advice data that was either insufficient or incorrect at the time it was initially submitted. Additionally, should FedEx Cross Border be charged any costs by any third party for correction of address information or asked to intercept and return a Parcel or Shipment, FedEx Cross Border reserves the right to pass this cost back to Client, in addition to the administrative fees described herein.
- f FedEx Cross Border reserves the right to charge Client for any additional costs incurred by FedEx Cross Border for capacity load due to Client's failure to provide at least one (1) business day advance notice to FedEx Cross Border that its Shipment will exceed five (5) pallets. Client must provide 24 hour advance notice to FedEx Cross Border at FLCFirstMile@corp.ds.fedex.com.
- g Customer agrees that any failure to achieve any volume commitments set forth in the Agreement within 90 days of the Effective Date of the Agreement or maintain them thereafter may result in a pricing change, in FedEx's sole discretion; in such event, FedEx may apply modified pricing to Customer shipments upon 30 days' notice.