



FedEx Storage Fee Q&A

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(Target shipments)

Q1. Which shipments are subject to a storage fee?

A1. We charge a storage fee for shipments that remain uncleared after 3 working days in the FedEx bonded facility for any reasons caused by the customer.

e.g.

-Shipments which require a permit or additional confirmation from local regulatory agencies.

-Shipments in which clearance instruction will be given by the importer.

-Shipments with incomplete documentation that does not enable import declaration.

-Shipments with inaccurate importer name and/or addressed to logistics facilities.

-Shipments with items that are prohibited to import. etc.

(* Including suspected cases of all the above.)

Q2. Does FedEx charge a storage fee even when a shipment cannot be imported, or when the shipper/recipient requests the return of the shipment to its origin?

A2. In principle, we charge a storage fee for all shipments which remain uncleared in the FedEx bonded facility for the reasons cited in Q1.

(Storage period)

Q3. When is the starting date for the storage fee billing?

A3. We start to charge a storage fee for uncleared shipments after 3 working days counting from the day when all the packages arrive at the local FedEx facility.

e.g., When a shipment arrives on Monday, it starts to incur a storage fee from Thursday if the shipment is not cleared.

Q4. Does FedEx charge a storage fee on weekends or holidays?

A4. No, weekends and holidays are excluded from the calculation.

Q5. How does FedEx calculate a storage fee if part of a shipment has not arrived?

A5. Storage period starts from the day that all pieces of the import shipment have arrived.

Q6. I have submitted all the documentation required by the regulatory agencies, but I have not received the permit/license yet. Does FedEx charge a storage fee during this period?

A6. Yes, we assess a storage fee as long as your shipment remains uncleared after 3 working days in the FedEx bonded facility.

(Pricing)

Q7. How is the weight for a storage fee determined?

A7. We assess a storage fee based on the actual weight on the Customs declaration. The weight will be rounded down to the nearest integer. Minimum weight of 1 kg would be applied when the total actual weight is from 0.1kg to 0.9kg.

Q8. How are storage fees calculated?

A8. We start to charge a storage fee from the 4th working day after arrival if a shipment remains uncleared in the FedEx bonded facility. (e.g. Charge starts from Thursday if the shipment arrived on Monday)

Before: Each additional working day is calculated at a price of JPY25 per kilogram, or minimum of JPY1,250 per shipment; whichever is higher.

After: Each additional working day is calculated at a price of JPY25 per kilogram, plus JPY1,250 per shipment per day.

Storage fee formula:

Before: $\text{JPY } 25/\text{kg} \times (\text{total days of storage} - \text{First 3 days after arrival}) \times \text{Total actual weight in kg}$ (Min. JPY1,250 per shipment)

After: $\{\text{JPY } 25/\text{kg} \times (\text{total days of storage} - \text{First 3 days after arrival}) \times \text{Total actual weight in kg}\} + \text{JPY}1,250/\text{shipment} \times (\text{total days of storage} - \text{First 3 days after arrival})$

CASE 1:

Total package: 2 pieces (Total actual weight 20.9kg)

Arrival date: First Monday of the month

Import permit date: First Thursday of the month

Number of days of storage: 4 days

Before: Storage fee = $\text{JPY}25/\text{kg} \times (4\text{days}-3\text{days}) \times 20\text{kg} = \text{JPY } 500$ or Min. JPY1,250

The storage fee would be JPY1,250

After: Storage fee = $\text{JPY}25/\text{kg} \times (4\text{days}-3\text{days}) \times 20\text{kg} + \text{JPY}1,250 \times (4\text{days}-3\text{days})$

The storage fee would be JPY1,750

CASE 2:

Total package: 2 pieces (Total actual weight 20.9kg),

Arrival: First Monday of the month

Import permit date: First Wednesday of the month

Number of days of storage: 3 days

Before / **After**: The shipment is cleared within 3 days, free storage period, so no storage fee would be charged.

CASE 3:

Total package: 2 pieces (Total actual weight 20.9 kg)

Arrival: First Monday of the month

Import permit date: Second Thursday of the month

Number of days of storage: 9 days

Before: Storage fee = JPY25/kg x (9days-3days) x 20kg = JPY3,000 or Min.JPY1,250

The storage fee would be JPY3,000

After: Storage fee = JPY25/kg x (9days-3days) x 20kg + JPY 1,250 x (9days-3days)

The storage fee would be JPY10,500

(Billing)

Q9. Who will be billed for the storage fee?

A9. The payer of duties and taxes indicated on the Air Waybill will be billed the storage fee. If there is no information about the payer of duties and taxes on the air waybill, the importer will be billed the storage fee.

Q10. Can storage fee be billed separately from duties and taxes?

10. No, we cannot issue separate invoices for duties/taxes and storage fee.

(Others)

Q11. How do I know if my shipment is delayed in Customs Clearance?

A11. Please obtain the related air waybill in advance and monitor the shipment status by tracking it through [fedex.com](https://www.fedex.com/ja-jp/tracking.html). (<https://www.fedex.com/ja-jp/tracking.html>)

Q12. Will FedEx contact me when my shipment is delayed due to Customs Clearance processing?

A12. Although we will attempt to notify the shipment's recipient immediately when it is delayed due to Customs processing, it is possible that we cannot make contact if there is no telephone number indicated on the air waybill or the commercial invoice. So, please visit [fedex.com](https://www.fedex.com) to check your shipment's status and contact us if you notice any delay.

Q13. Would FedEx hold my shipment if I request and pay a storage fee?

A13. Our bonded facility is for temporary storage only, until shipments are cleared through Customs. We are unable to offer a storage service for any other purpose. Note that it is not possible to purposely delay customs clearance for any reason, such as delaying delivery date or for the purpose of inventory adjustment.

If you need support or more information on storage fee, please [email](mailto:customer-service@fedex.com) our Customer Service team.

<https://www.fedex.com/ja-jp/customer-support/write-to-fedex.html>