

## 1. Why is my quote confirmed, but I am not able to enjoy the last-minute rate?

**Answer:** Your shipment might be rejected by the rating system if the details, as set out below, in the actual shipment do not match the details in the quote:

✓ **Origin & Destination**

○ **For Postal Aware Countries:**

- Country Code
- City name or postal code

○ **For Non-Postal Aware Countries:**

- The country code must match between the quote and actual shipment.

✓ **Service Type**

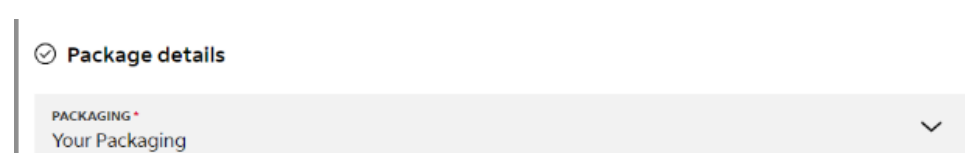
✓ **Pickup Date**

✓ **Chargeable Weight**

✓ **Actual Weight**

✓ **Package Type**

- “Your Packaging” must be selected.

A screenshot of a web interface showing a dropdown menu. The menu is titled 'Package details' with a checkmark icon. Below the title, there is a section labeled 'PACKAGING\*' with a downward arrow. Under this section, the text 'Your Packaging' is displayed, indicating it is the selected option.

✓ **Account Number**

## 2. Is the quoted price a final or fixed amount?

**Answer:** The quoted price is not final. Additional charges, such as the ones set out below, may apply for the actual shipment:

- **Non-Stackable Surcharge:** This charge is applicable to any freight handling unit which our operations team decides cannot be stacked vertically in a safe and secure manner.
- **Additional Handling Fee-Packaging:** We reserve the right to assess additional handling charges for packages that require special handling or that require FedEx to apply additional packaging during transit. For more details, please visit [surcharge and other information at fedex.com](https://www.fedex.com).

## 3. Can my shipment be rebilled after it is delivered/invoiced?

**Answer:** Unfortunately, rebilling is not available for last-minute rate shipment.

\*\*\* End of the FAQ \*\*\*