

## 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

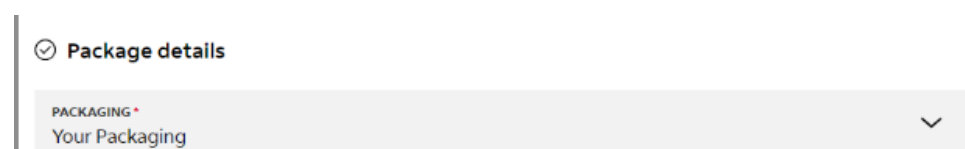
### ✓ Pickup Date

### ✓ Chargeable Weight

### ✓ Actual Weight

### ✓ Package Type

- “Your Packaging” must be selected.

A screenshot of a web form element. It shows a dropdown menu with a checkmark icon and the text 'Package details' at the top. Below this, there is a section labeled 'PACKAGING \*' in red. Underneath, the text 'Your Packaging' is displayed, followed by a downward-pointing chevron icon.

### ✓ 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 \*\*\*