

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.
- ✓ **Account Number**

Package details

PACKAGING*

Your Packaging

▼

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](#).

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 ***