

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

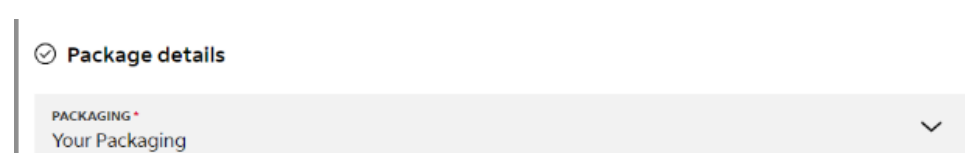
✓ Pickup Date

✓ 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 option 'Your Packaging' is selected and highlighted.

✓ 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 ***