

Test procedures

Customers with an active FedEx account can request complimentary package testing that simulates conditions experienced when shipping through our network. We offer ISTA-6-FEDEX-A for FedEx Express® and FedEx Ground® shipments; ISTA-6-FEDEX-B for FedEx Express® Freight shipments; and ISTA 3B for FedEx Freight® LTL shipments.



Submission guidelines

- **Send no more than four packages.**
- Include all packaging components and products in the exact configuration you'd send to a customer.
- Be sure that the information you provide on the application is accurate.
- We don't test packages that contain dangerous goods or hazardous materials, except for dry ice. While we can test packages with simulated hazardous materials (sand, water or dummy products), testing does not meet regulatory compliance or offer certification for shipping hazardous materials.
- After completing the application form, attach a copy to the exterior package via pouch or packing list, email the application to packagingservices@fedex.com and send your package to:
Attn: Testing
FedEx Packaging Lab
789 Progress Road
Collierville, TN 38017
- We'll contact you with results via email within 4-6 business days after we receive your package. Only one contact will receive the report for your company.

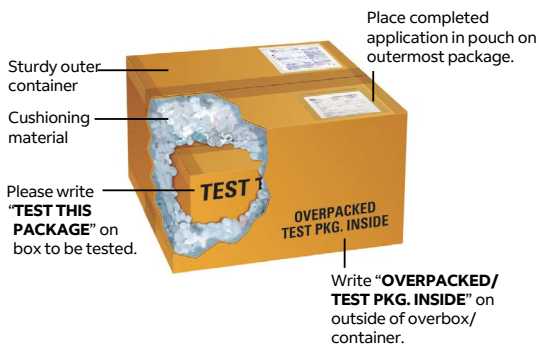


Preparing the test package

Get the most accurate test results by following the instructions below to ensure your small-parcel and freight shipments arrive to us undamaged. For all shipments, be sure to indicate which packaging components should be removed before testing.

Small-parcel testing

- Place your test package in an outer container as shown in the diagram below.
- For cushioning material, use foam, air-cellular cushioning, packing peanuts or other materials.



Freight testing

- To protect palletized freight shipments, band test packages onto an extra pallet and then overwrap with corrugated pads, angle boards or stretchwrap as shown in the diagram below.
- To protect non-palletized test shipments, send in an overbox or on a single pallet. (No diagram shown.)



Shipping costs

- Testing is complimentary*, but you'll cover the cost of shipping to us.
- If requested, we'll return your package free of charge* via FedEx Ground or FedEx Freight in North America, or for international customers, FedEx Express. Or we'll ship via the FedEx service of your choice at your expense.
- Return shipping for freight packages outside North America must be covered by the customer.
- Packages will be shipped back to a commercial address, not to a residential address.
- We reserve the right to consolidate small packages into one palletized return freight shipment.

*Some conditions apply for certain packages.



Contact information

Company name		FedEx account no. (9 digits)	Country	
Address	City		State/Province	ZIP/Postal Code
Contact name		Contact phone	Contact email	
Vendor approval program (if yes, provide name)			Special instructions	
What constitutes a failure for your company?			Alternate return address	
Initial package test	Retest (previous test number)	Describe previous damages to your product.		

Complimentary testing

Service: (test procedure)		The package contains: (check all that apply)		
FedEx Ground (ISTA 6-FedEx-A)	Air Freight (ISTA 6-FedEx-B)	Dry ice	Gel packs or ice	Electronics
FedEx Express (ISTA 6-FedEx-A)	LTL Freight (ISTA 3B)	Pharmaceuticals/medical devices		
This packaging is:		Simulated hazardous materials*		
Current packaging	Prototype packaging	*Note: If you send hazardous materials, we will return or dispose of the packaging and contents at your expense.		
Do you ship this product domestically or internationally?		I have placed my test package in an overbox/overpack for safe shipment. (see page 1 for info)		
Domestically (within own country)	Internationally (multiple countries)	Yes (see below)	No (test as received)	
Product name or description		If yes, what outer packaging needs to be removed prior to testing?		
Model no.		I would like my sample(s) returned after test completion.		
Approx. value (USD)		Yes	No	
		Pallet	Stretchwrap/banding	
		Wooden crate	Corrugated box/pad	

Release & authorization

I release the product and packaging to FedEx for testing. I also release and agree to hold FedEx harmless for any damages or liability for loss of product or packaging submitted to the FedEx Packaging Lab. Federal, legal and regulatory requirements may prevent FedEx from returning certain commodities. For safety reasons, FedEx cannot return packaging that contains leaking products or broken glass.

I agree to the terms stated above.

Name _____ Date _____

Fast forward your next step

Identifying your packaging issues is step one. Addressing the issues comes next. If you'd like, we can help speed up that process by connecting you with a third-party packaging supplier. Simply check this box, and we'll send the supplier your test package and results. They'll contact you with a packaging solution, no obligation required.*

To submit this form, print and sign it, save it to your desktop and attach it to an email addressed to **packagingservices@fedex.com** with your company name and inbound tracking number in the subject line.

* FedEx is an independent company; has no ownership interest or other control over any third-party package supplier; and doesn't make any warranty or assume any liability relating to any work, services, or products of any such supplier. Third-party package supplier referrals are not intended to represent or convey any endorsement by FedEx of the services or products provided by such suppliers.