Surcharge and Other Information

(For International Connect Plus services only)

Singapore

Fuel Surcharge

The surcharge percentage is adjusted every Monday, based on the US Gulf Coast Jet Fuel Index, and this percentage is applied to the total transportation charge (go to https://www.fedex.com/en-sg/shipping/surcharges.html for the prevailing fuel surcharge rate).

Demand Surcharge

During times of elevated shipping volumes, heightened demand for capacity, increased operating costs, and other strains on our network, FedEx may assess a Demand Surcharge.

Non-Standard Shipment Fees

*Additional Handling Surcharge - Dimension:

SGD 40.20 per package.

This surcharge applies to any package that:

- measures greater than 121 centimeters along its longest side; or
- measures greater than 76 centimeters along its second-longest side; or
- measures greater than 266 centimeters in length and girth — the length and girth is length plus (two times the height) plus (two times the width); or
- has a cubic volume (Length x Width x Height) greater than 169,901 cubic centimeters.

Subject to a 23kg minimum billable weight.

*Additional Handling Surcharge - Weight:

SGD 40.20 per package.

This surcharge applies to any package that measures greater than 25kg in actual weight.

*Additional Handling Surcharge - Packaging:

SGD 40.20 per package.

This surcharge applies to a package that meets any of the following criteria:

- is not fully encased in an outer shipping container
- is encased in an outer shipping container not made of corrugated fiberboard (cardboard) materials, including but not limited to metal, wood, canvas, leather, hard plastic, soft plastic, or expanded polystyrene foam (e.g., Styrofoam)
- is encased in an outer shipping container covered in shrink wrap or stretch wrap
- is round or cylindrical, including (without limitation) mailing tubes, cans, buckets, barrels, tires, drums, or pails
- is bound with metal, plastic, or cloth banding, or has wheels, casters, handles, or straps (e.g., a bicycle) (including packages where the outer surface area is loosely wrapped, or where the contents protrude outside the surface area)
- could become entangled in or cause damage to other packages or the FedEx sortation system

If a FedEx package is subject to an Additional Handling Surcharge – Packaging, and also meets the criteria for Additional Handling Surcharge – Dimension, the Additional Handling Surcharge – Dimension minimum billable weight of 23kg will still apply.

*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.

*Package shape and dimensions may change during transit, which can affect the package's surcharge eligibility. If the dimensions change during transit, FedEx may make appropriate adjustments to the shipment charges at any time.

*Oversize Charge:

SGD 106.00 per package.

This surcharge applies to a package that:

- exceeds 243 centimeters in its longest side; or
- exceeds 330 centimeters in length and girth — the length and girth is length plus (two times the height) plus (two times the width); or
- measures greater than 50kg in actual weight; or
- has a cubic volume (Length x Width x Height) greater than 283,168 cubic centimeters.

If a FedEx package is subject to an Oversize Charge, and also meets the criteria for Additional Handling Surcharge – Dimension, the Additional Handling Surcharge – Dimension minimum billable weight of 23kg will still apply.

*Package shape and dimensions may change during transit, which can affect the package's surcharge eligibility. If the dimensions change during transit, FedEx may make appropriate adjustments to the shipment charges at any time.

*Unauthorized Package Charge:

SGD 378.00 per package.

This surcharge applies to any package that:

- measures greater than 274 centimeters along its longest side; or
- measures greater than 419 centimeters in length and girth — the length and girth is length plus (two times the height) plus (two times the width); or
- has an actual weight greater than 68kg.

FedEx international packages will be subject to a 23kg minimum billable weight when the package also meets the criteria of the Additional Handling Surcharge - Dimension.

* Shipments that exceed these limits are unauthorized and may be refused, returned to the shipper, or disposed of at FedEx's sole discretion. However, FedEx may accept and deliver such shipments; if accepted, this surcharge applies. Package or handling-unit shape and dimensions may change during transit; FedEx may adjust shipment charges at any time.

Special Handling Fees

Address Correction:

SGD 17.00 per shipment

If a recipient's address on an Air Bill, Air Waybill or shipping label is incomplete or incorrect, we may attempt to find the correct address and complete delivery and we will assess a surcharge. If we are unable to complete delivery, we are not liable for failing to meet our delivery commitment.
For FedEx International Broker Select, the address correction surcharge will apply if the broker's address is incomplete or incorrect on the Air Waybill or other shipping documentation. If we cannot determine the correct address or cannot reach the broker, we may attempt to contact the sender for address clarification or instructions to return the shipment. If we are unable to complete delivery under these circumstances, we will not be liable for failing to meet our delivery commitment.

Third Party Billing Surcharge:

2.5% of total shipment charges

Third Party Billing Surcharge will apply to shipments that are billed to a third party. The surcharge will be charged to the third-party payer.
The surcharge applies when the shipper account number and the third party billing account number are not part of the same company, as determined by FedEx.
For the definition of and further information on Bill Third Party shipments, please refer to the FedEx Terms and Conditions of Carriage.

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Third Party Consignee Surcharge:	SGD 20.60 per shipment. Please visit https://www.fedex.com/en-sg/shipping.html for details.
FedEx International Broker Select:	SGD 24.80 per shipment or SGD 2.80 per kg, whichever is greater This surcharge applies when all of the following occur: • A broker (other than FedEx or FedEx designated) clears the shipment. • FedEx picks up the shipment at the customer's broker location and delivers it to the final consignee. • The consignee's location is served by a different clearance point than the broker's clearance point.
Saturday Pick Up:	SGD 24.70 per shipment
Saturday Delivery:	SGD 24.70 per shipment
Global Print Return Label Surcharge:	Free of charge. Please visit https://www.fedex.com/en-sg/shipping.html for details.
*Inbound Processing Fee:	SGD 1.40 per shipment. For all shipments destined to U.S., European Union (EU) member states*, Australia and New Zealand, this charge is assessed to support shipment clearance processing. * EU member states: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, and Sweden. The fee does not apply to shipments from one EU member state to another.
Paper Clearance Document Fee:	SGD 32.00 per shipment. A Paper Document Fee applies to shipments when any associated trade document (e.g. Commercial Invoice, Packing List, Export Declaration, Export License, Certificate of Origin, Inspection Certificate) is provided in a non-electronic format prior to the processing of the shipment, requiring manual processing by FedEx.
*Out of Pickup Area Surcharge (OPA):	Applicable surcharges by tier: Tier A: not applicable Tier B: SGD 35.30 per shipment or SGD 0.70 per kg, whichever is greater Tier C: SGD 45.90 per shipment or SGD 0.90 per kg, whichever is greater
*Out of Delivery Area Surcharge (ODA):	Applicable surcharges by tier: Tier A: SGD 4.80 per shipment Tier B: SGD 35.30 per shipment or SGD 0.70 per kg, whichever is greater Tier C: SGD 45.90 per shipment or SGD 0.90 per kg, whichever is greater * FedEx imposes a surcharge for shipments to areas outside those in which its own couriers pick up and deliver cargo (OPA and ODA areas). OPA and ODA Surcharges are not applied to FedEx 10kg or 25kg Box shipments. A list of ZIP and postal codes where these surcharges apply is available here.
Indirect Signature Required (ISR):	SGD 4.90 per non-freight shipment (applicable to U.S./Canada residential destinations with declared value for Carriage less than USD500/CAD500 shipment). Please visit https://www.fedex.com/en-sg/shipping.html for details.
Direct Signature Required (DSR):	SGD 6.40 per non-freight shipment (not applicable to U.S./Canada destinations with Declared value for Carriage greater than or equal to USD500/CAD500 shipment). Please visit https://www.fedex.com/en-sg/shipping.html for details.
Adult Signature Required (ASR):	SGD 7.50 per non-freight shipment. Please note that FedEx may not reroute shipments when Adult Signature Required has been selected as a delivery signature option. Please visit https://www.fedex.com/en-sg/shipping.html for details.
Duty and Tax:	If duties and taxes are levied on a shipment and FedEx pays them on behalf of the party responsible for payment, then that party must reimburse FedEx for the duties and taxes themselves, plus a FedEx surcharge that is based upon the type of shipment and its destination. Please visit https://www.fedex.com/en-sg/ancillary-clearance-service.html or contact our Customer Service team for details.
Declared Value Charge for Carriage:	Liability of FedEx for loss, damage or delay of your shipment is limited to the greater of about USD20.00 per kilogram or USD100.00 per shipment. The exact limitation may be expressed in Special Drawing Rights or local currency and the exact amount will vary depending upon the country/ territory of origin and currency. If you desire that FedEx assumes liability for a greater percentage of the actual cargo value, then you must declare the value for carriage on your air waybill and pay a "declared value surcharge". The "declared value surcharge" for Export and ImportOne shipments paid by Singapore customers is equal to SGD 4.80 per SGD 200.00 (or fraction thereof) by which the declared value for carriage exceeds the greater of: (i) SGD 200.00 or (ii) SGD 19.80 per pound. The following maximum declared value for carriage will apply. Please contact FedEx Customer Service team for details. Maximum Declared Value for Carriage (may vary by destination) FedEx Envelope/Pak: USD 100.00 (or equivalent value in local currency) International Connect Plus (FICP): USD 50,000.00 (or equivalent value in local currency) Shipments containing items of extraordinary value such as artwork, antiques, glassware, jewellery, precious metals, furs, etc.: USD 1,000.00 or USD 20.00 per kg, whichever is greater

Weight Information

Total shipment weight is unlimited. The maximum weight per package may be adjusted. Please contact our Customer Service team or Sales team for details.
Rates are calculated on the total weight of all packages on one international air waybill. Any fraction of a kilogram is rounded up to the next higher weight break. Such rounding may cause a variance in dimensional weight (volumetric weight) calculations. Please note that the rates stated on FedEx's invoice shall be the final and official rates.
Additional charges may be assessed for shipments below a certain weight density. The dimensional weight (volumetric weight) (in kg) of a FICP shipment is calculated as follows. Please contact our Customer Service team for details.

$$\frac{\text{Length x Width x Height (centimeters or inches)}}{\text{5,000 for centimeters or 305 for inches}}$$

A minimum billable weight of 1 kg applies to FedEx Small Box, FedEx Medium Box and FedEx Large Box; and a minimum billable weight of 4 kg applies to FedEx Tube.

Shipments in FedEx packaging may be subjected to dimensional weight pricing.
In the case of multiple-piece shipments, the invoice weight will be the sum of the higher actual weight or dimensional weight of each individual package.

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Miscellaneous Information

- These rates, valid until further notice, are only available to customers who remain in good standing with their Singapore FedEx account and settle their invoice promptly in Singapore.
- FedEx reserves the right at any time to amend, modify, or discontinue discounts without prior notification.
- As noted above, various surcharges and fees may be imposed on your shipment in addition to the prices noted on this ratesheet. By tendering your shipments to FedEx, you agree to pay the surcharges as determined by FedEx.
- Please note that your shipment is governed by several documents: your discount-pricing letter agreement with FedEx (if applicable), the Conditions of Contract printed on the FedEx Air Waybill for your shipment, the FedEx Service Guide, the FedEx Standard Conditions of Carriage, and/or FedEx International Terms and Conditions in effect at the country/ territory of origin. These documents provide for the above surcharges, fees, and other important terms that you should review. If you need assistance or desire additional information, please contact our Customer Service team.
- For ImportOne customers, Saturday Pick Up surcharge will not apply to the shipments originating from the countries/ territories where Saturday is a regular business day, but such surcharge will apply to the shipments originating from the countries/ territories where Saturday is not a regular business day. Please contact our Customer Service team for details.
- All rates are exclusive of all applicable tax.
- For Address Correction, if the package is being rerouted to a different Country/ Territory, City or Province, a new shipment fee may apply.
- Non-Standard Shipment Fees
  - If a package qualifies for more than one non-standard surcharge (Additional Handling Surcharge – Dimension/ Additional Handling Surcharge – Weight/ Additional Handling Surcharge – Packaging/ Oversize Charge/ Unauthorized Package Charge), the highest charge after the discount will be assessed.
- Total shipment charges include transportation charges, surcharges and additional fees; but do not include duties, taxes and ancillary clearance service fees. The Third-Party Billing Surcharge applies when an account unrelated to the shipper, as solely determined by FedEx, is billed as a third party for the shipment.

FedEx Rate Sheet Terms and Conditions

1. Advanced Booking Requirement. Air cargo space must be reserved in advance with our Customer Service team for FICP multiple-piece shipments with an actual weight of more than 500kg.

FedEx® International Connect Plus Service ("FICP Service")

a) Customer acknowledges and agrees that the FedEx® International Connect Plus service is exclusively for the transportation and delivery of international e-commerce shipments of goods purchased by/for the recipient consumer through Customer's website or other e-commerce channels or online marketplaces. Any shipment tendered to FedEx pursuant to the FICP Service must originate from the Customer's designated address(es) and be destined for a recipient consumer in one of the approved destination countries as provided herein. FedEx reserves the right to verify that Customer's shipments are destined for consumers and reserves the right to terminate Customer's participation in the FICP Service, without notice, in the event of breach of this or any other requirement set forth herein.

b) Applicable pricing/discounting for the International Connect Plus service is set forth in the Express Pricing Attachment and the associated URL provided therein (the "Pricing Attachment") of Customer's transportation agreement (the "Agreement"). The account names and numbers eligible for the FICP Service are also set forth in the Pricing Attachment.

c) The FICP Service commences on the Effective Date (as said term is defined in the Agreement) and continues in full force and effect unless otherwise terminated in accordance with the terms of the Agreement or these FICP Service terms.

d) The Money-Back Guarantee Policy does not apply to shipments tendered under the FICP Service, and notwithstanding any provision in the Agreement or Pricing Attachment to the contrary, Customer is not entitled to file claims for Money-Back Guarantee for FICP shipments.

e) Where available, FedEx reserves the right to auto-redirect to hold ("ARTH") any shipment to a location determined by FedEx (e.g. a retail pickup point location or locker alliance). In some destinations, ARTH will be made prior to any delivery attempt. When ARTH is utilized, the recipient will be made aware of the pick-up location and other pick-up information through a door tag or automated notice sent to his/her mobile device or email address. Unless proof of delivery is required or a delivery signature option has been selected, FedEx reserves the right to release packages at residential delivery locations in the sole discretion of the courier, subject to the Service Guide (as defined in the Agreement). Where not prohibited by applicable law, Customer shall provide FedEx with contact information (email address and mobile number) for recipient consumer in order to provide the recipient consumer the option to use FedEx Delivery Manager/FedEx Delivery Manager International to manage the delivery of the shipment.

f) Customer acknowledges and agrees that Customer, as exporter of record, has full legal and financial responsibility for all export shipments tendered pursuant to the FICP Service, and FedEx will have no responsibility or obligation for the classification of exports or compliance with export control laws that apply to the exporter of record. If the sender fails to designate a payer on the air waybill, duties and taxes will automatically be billed to the recipient where allowed.

g) NOTWITHSTANDING ANY PAYMENT INSTRUCTIONS THAT ARE GIVEN TO FEDEX, THE SENDER IS ALWAYS ULTIMATELY LIABLE FOR, and agrees to pay, ALL CHARGES AND FEES, including any special handling fees and any duties or taxes which we have disbursed, REGARDLESS OF ANY PAYMENT INSTRUCTIONS TO THE CONTRARY, if the recipient or third party fails or refused to pay.

h) Customer acknowledges and agrees that it must be verified by FedEx as a known shipper before it is eligible to tender any International Connect Plus shipments for transport under the FICP Service.

i) Only shipments to and from select permitted countries and territories are contemplated by the FICP Service, as set out herein. FedEx reserves the right to add or eliminate permitted origin and destination countries and territories, and the pairings thereof, without prior notice.

j) If requested by FedEx at any time, Customer agrees to cooperate with FedEx in the preparation of case studies and related marketing literature to highlight the benefits derived from Customer's participation in the FICP Service; provided, however, that FedEx shall submit the text of such case studies and related literature to Customer for Customer's review and consent prior to publication, which consent shall not be unreasonably withheld.

k) In addition to items prohibited by the Service Guide, Customer is prohibited from tendering to FedEx perishable goods, merchandise for commercial, government, or military use, resale, or bulk orders (e.g. business-to-business shipments) through the FICP Service (each a "International Connect Plus Prohibited Item"). In the event FedEx identifies an International Connect Plus Prohibited Item, FedEx reserves the right to return said package(s) to Customer at Customer's expense or dispose of the package pursuant to the Service Guide.

l) In addition to termination rights set forth in this Agreement, either party may terminate Customer's participation in the FICP Service at any time without cause and upon thirty (30) days' prior written notice.

For Inquiries

Customer Support: https://www.fedex.com/en-sg/customer-support/contact.html