



Applicable in Austria from 4 January 2021

Value Added Services and Surcharges (VASS)

FedEx Express offers a range of options for your FedEx core services shipments which may incur additional fees or surcharges. Below you can find more information on these extra services and other useful shipping information.

FedEx core services

IP: FedEx International Priority®

IPF: FedEx International Priority® Freight

IE: FedEx International Economy®

IEF: FedEx International Economy® Freight

PO: FedEx Priority Overnight®

Value Added Services^{(1) (2)}

You can customise your FedEx core services shipments to your needs (or the needs of your recipients) with value added services from FedEx Express. The following are descriptions of the fees applicable to value added services.

Service ⁽¹⁾	Definition	Fees ⁽³⁾ (EUR)
Dangerous Goods Only available on Express Services.	<p>FedEx Express Dangerous Goods services allow the shipping of regulated dangerous substances and materials including door-to-door delivery and customs clearance.</p> <p>Applicable fee depends on the Dangerous Goods type:</p> <ul style="list-style-type: none"> • Accessible Dangerous Goods (ADG) The content of package must be accessible during transit for security reasons. • Inaccessible Dangerous Goods (IDG) The content of package does not have to be accessed during transit and can be mixed with other freight. • Dry Ice (DI) Dry ice is a hazardous commodity that requires special handling, subject to simplified regulations. This means it can be offered in locations where fully regulated Dangerous Goods services are not offered. • Lithium Batteries Section II (ELB) Four commodities are covered: <ol style="list-style-type: none"> 1. Lithium Ion packed with equipment (UN 3481 - Packing Instruction 966). 2. Lithium Ion contained in equipment (UN 3481 - Packing Instruction 967). 3. Lithium Metal packed with equipment (UN 3091 - Packing Instruction 969). 4. Lithium Metal contained in equipment (UN 3091 - Packing Instruction 970). <p>In case a shipment contains Dry Ice or Lithium Battery Section II with another Dangerous Good, only the respective (Accessible or Inaccessible) Dangerous Goods surcharge applies.</p> <p>Please refer to FedEx Express Conditions of Carriage (fedex.com/at_english/services/terms/) and the Dangerous Goods section on fedex.com/at.</p>	<p>INTERNATIONAL</p> <ul style="list-style-type: none"> • ADG: - IP: 71 €/shipment - IPF: 1.20 €/kg⁽⁴⁾ • IDG: - IP: 47 €/shipment - IPF: 0.70 €/kg⁽⁴⁾ • DI: - IP: 11 €/shipment - IPF: 0.20 €/kg⁽⁴⁾ • ELB: - None

For further information, please call our toll free Customer Service on **0800 123 800**.



Service ⁽¹⁾	Definition	Fees ⁽³⁾ (EUR)
Diplomatic Bag (Diplomatic Mail)	We accept diplomatic shipments between embassies and consulates of the same country/territory for delivery by International Priority service. As per the Vienna Convention of 1961, Diplomatic Bags receive diplomatic immunity from inspection or delay.	None
FedEx® Electronic Trade Documents	With FedEx Electronic Trade Documents (ETD) you can streamline your international shipments by uploading your customs documentation electronically. ETD reduces the amount of paper you print for each shipment, allows for faster pickup and helps to pre-clear your shipments, reducing the risk of your shipment being delayed in customs. ETD feature needs to be activated within your automated shipping tool.	None
FedEx® Global Returns or FedEx Import Shipping Print Label	Create return or import shipping labels on your computer or shipping system. Then simply print and provide the label to your customer or send it as PDF via email.	None
FedEx Global Returns or FedEx Import Shipping Email Label	Create return or import shipping labels and allow your customers to access these electronically and edit them as needed.	1.20 €/label
FedEx International Broker Select Option	A fee applies to FedEx International Broker Select (BSO) shipments when all of the following occur: <ul style="list-style-type: none"> • A broker (other than FedEx Express or FedEx Express designated) clears the shipment. • FedEx Express 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. 	1.56 €/kg ⁽⁴⁾ (minimum 10.40 €)
FedEx Priority Alert™	FedEx Priority Alert (FPA) is a specialised, fee-based and contract-only service specifically designed for customers requiring a high degree of shipment visibility and delivery compliance. By combining special boarding, enhanced shipment status tracking and operational recovery procedures, FPA provides an enhanced and reliable solution for your shipment. FPA is available for FedEx international and domestic express services. Please note that all requests need to be reviewed prior to acceptance in order to confirm service compliance and availability.	IP: 0.78 €/kg ⁽⁴⁾ (minimum 21 €) IPF: 0.36 €/kg ⁽⁴⁾ (minimum 156 €) PO: 0.78 €/kg (minimum 21 €)
FedEx Priority Alert Plus™	Our FedEx Priority Alert Plus (FPA+) service includes all the features of FPA as well as pro-active intervention capabilities for temperature sensitive shipments. With FPA+, re-icing, gel pack replenishments & cold storage are included as standard in the service. FPA+ is available for FedEx international and domestic express services. Please note that all requests need to be reviewed prior to acceptance in order to confirm service compliance and availability.	IP: 1.04 €/kg ⁽⁴⁾ (minimum 26 €) IPF: 0.52 €/kg ⁽⁴⁾ (minimum 208 €) PO: 1.04 €/kg (minimum 26 €)
On Demand Care	On Demand Care (ODC) is a fee-based service for non-food items providing intervention services such as Dry Ice replenishment and gel pack reconditioning/exchange, to protect the integrity of temperature-controlled shipments delayed in-transit. This service is not available at all locations. This service is not guaranteed and is subject to the identification of the shipment and must be booked via Customer Service.	IP and IE: 4.16 €/kg ⁽⁴⁾ (minimum 104 €) IPF and IEF: 1.04 €/kg ⁽⁴⁾ (minimum 416 €)
Hold at FedEx Location	As an alternative to a business or residential delivery, you can choose Hold at FedEx Location (HAL), and have recipients pick up their shipments at a FedEx Express location. Subject to availability.	None

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Service ⁽¹⁾	Definition	Fees ⁽³⁾ (EUR)
Third Party Consignee	FedEx Third Party Consignee International Priority service (TPC) is our value-added service for customers who do not want to reveal the actual commercial value of the shipment and the shipper details to their consignees. This service enables deliveries of shipments to end consignees without a commercial invoice attached.	15 €/shipment
FedEx® Delivery Signature Options	<p>The following delivery signature options⁽⁵⁾ may be chosen at the time of booking your shipment:</p> <ol style="list-style-type: none"> 1. No Signature Required: FedEx will attempt to obtain a signature at the delivery address. If no one is available to sign, FedEx will deliver the package in a safe place without obtaining signature. 2. Indirect Signature Required: FedEx will obtain a signature from someone at the delivery address, from a neighbour or from a building manager. If no one is available to sign, FedEx will attempt to redeliver the package. 3. Direct Signature Required: FedEx will obtain a signature from someone at the delivery address only. If no one is available to sign, FedEx will attempt to redeliver the package. 4. Adult Signature Required: FedEx will obtain a signature from any person of legal age at the delivery address, subject to sighting of a valid ID. If no one eligible to sign is available, FedEx will attempt to redeliver the package. Legal age will vary depending on the destination country/territory and is governed by local legal age of an adult, not the legal age to purchase specific products (i.e. alcohol). 	<ol style="list-style-type: none"> 1. None 2. None. Residential shipments to US and Canada with declared value below 500 US\$ are subject to 2 €/shipment surcharge. 3. 2.50 €/shipment. None for shipments to US and Canada above 500 US\$ declared value. 4. 3.15 €/shipment



Surcharges ^{(1) (2)}

Your transportation costs may be affected by additional charges. The following are descriptions of the surcharges.

Service ⁽¹⁾	Definition	Fees ⁽³⁾ (EUR)
Additional Handling Surcharge	<p>Express Package Services A surcharge applies to a shipment containing any package that: (Dimension)</p> <p>1) measures greater than 121 centimeters along its longest side; 2) measures greater than 76 centimeters along its second-longest side; or, 3) measures greater than 266 centimeters in length and girth (L+2W+2H).</p> <p>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.</p>	45 €/shipment
	<p>Express Freight Services A surcharge applies to a shipment containing any freight handling unit that measures greater than 157 centimeters along its longest side.</p> <p>We reserve the right to assess additional handling charges for freight and any freight handling unit that requires special handling during transit.</p>	55 €/shipment
Additional Handling Surcharge - Non-stackable⁽⁶⁾	<p>A surcharge applies to any FedEx International Priority Freight and FedEx International Economy Freight shipment containing at least one piece, skid or pallet that is non-stackable. Non-stackable means that a piece, skid or pallet cannot be stacked vertically in a safe and secure manner. This surcharge applies once per shipment, even if multiple pieces identified as non-stackable are bundled in a shipment.</p> <p>The billed surcharge does not represent a bookable service and does not contain any guarantee by FedEx to the extent that the respective shipments may not possibly be stacked at one point during transport. Potentially occurring damages are covered by the respective regulations and disclaimers in the FedEx Conditions of Carriage to be viewed at fedex.com/at.</p>	154 €/shipment
Address Correction	<p>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.</p> <p>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.</p>	7.80 €/shipment
Extended Area Service	<p>Shipments picked up from or delivered to remote and less accessible locations are assessed an Out-of-Pick-up-Area (OPA) or Out-of-Delivery-Area (ODA) surcharge.</p> <p>Please refer to the list of postal codes or cities where this surcharge applies.</p>	<p>Out-of-Pick-up-Area: 0.42 €/kg⁽⁴⁾ (minimum 20 €)</p> <p>Out-of-Delivery-Area: 0.42 €/kg⁽⁴⁾ (minimum 20 €)</p>



Service ⁽¹⁾	Definition	Fees ⁽³⁾ (EUR)
Fuel Surcharge	<p>International Fuel Surcharge FedEx Express has adopted a Dynamic Fuel Surcharge according to the variation in the price of kerosene-type jet fuel and reserves the right to apply a fuel surcharge.</p> <p>Domestic Priority Overnight Fuel Surcharge FedEx Express applies a Dynamic Fuel Surcharge which is based on the automotive gas oil prices from the EU country/territory zone.</p>	Go to fedex.com/at_english/fuelsurcharge for updates on the fuel surcharge.
Oversize Charge	<p>An oversize charge applies to a shipment containing packages that exceed 243 centimeters in length or 330 centimeters in length and girth (length + 2 x width + 2 x height).</p> <p>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.</p>	55 €/shipment
Third Party Billing	<p>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⁽⁷⁾. 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.</p>	2.5 % of total shipment charges. Total shipment charges includes transportation charges, surcharges and additional fees; but does not include duties, taxes and ancillary clearance service fees.

(1) Service availability and transit times may vary depending on origin and destination pair, and by postal code. Please call Customer Service for service availability and precise transit times in your area. FedEx Express Conditions of Carriage, published online and amended from time to time, apply to all FedEx Express core and other services.

(2) Fee(s) may be calculated based on dimensional weight. For more information, please refer to the FedEx Express Conditions of Carriage.

(3) All fees are exclusive of VAT.

(4) The full rate per kilogram will be charged for any part kilogram.

(5) Not all delivery options are available in all origins or destinations. Please see fedex.com/at for details.

(6) The billed surcharge does not represent a bookable service and does not contain any guarantee by FedEx to the extent that the respective shipments may not possibly be stacked at one point during transport.

(7) For the definition of and further information on Bill Third Party shipments, please refer to the FedEx Express Conditions of Carriage.