

Applicable for business customers only. Consumers customers purchasing services for personal use - please contact us at [fedex.com/en-il/customer-support.html](https://fedex.com/en-il/customer-support.html)



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

### Value Added Services<sup>(1) (2)</sup>

**Fees will be calculated according to the chargeable weight<sup>(2)</sup>. VAT will be added according to applicable law.** You can customise your FedEx services to your needs (or the needs of your recipients) with our value added services. The following are descriptions of the fees applicable to value added services.

Service <sup>(1)</sup>	Fees <sup>(3)</sup> (ILS)
<p><b>Dangerous Goods</b></p> <p>FedEx Dangerous Goods services allow the shipping of regulated dangerous substances and materials including door-to-door delivery and customs clearance. Applicable fee depends on the Dangerous Goods type and service used:</p> <p><b>For Dangerous Goods transported by air (IATA)</b></p> <ul style="list-style-type: none"> <li>• <b>Accessible Dangerous Goods (ADG)</b> The content of package must be accessible during transit for safety reasons.</li> <li>• <b>Inaccessible Dangerous Goods (IDG)</b> The content of package does not have to be accessed during transit and can be mixed with other freight.</li> <li>• <b>Dry Ice (DI)</b> When transported by air (IATA), Dry Ice is a hazardous commodity that requires special handling, subject to simplified regulations. This means it can only be offered in locations where fully regulated Dangerous Goods services are offered.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>ADG:</b> <b>FedEx International Priority<sup>®</sup> Express, FedEx International Priority<sup>®</sup>, FedEx International First<sup>®</sup>:</b> - 328 ILS/shipment <b>FedEx International Priority<sup>®</sup> Freight:</b> - 5.40 ILS/chargeable kg<sup>(4)</sup></li> <li>• <b>IDG:</b> <b>FedEx International Priority Express, FedEx International Priority, FedEx International First, FedEx<sup>®</sup> International Connect Plus<sup>(5)</sup>:</b> - 239 ILS/shipment <b>FedEx International Priority Freight:</b> - 3.50 ILS/chargeable kg<sup>(4)</sup></li> <li>• <b>DI:</b> <b>FedEx International Priority Express, FedEx International Priority:</b> - 48 ILS/shipment <b>FedEx International Priority Freight:</b> - 0.70 ILS/chargeable kg<sup>(4)</sup></li> </ul>

Service <sup>(1)</sup>	Fees <sup>(3)</sup> (ILS)
<p><b>• Lithium Batteries Section II (ELB)</b> Four commodities are covered:</p> <ol style="list-style-type: none"> <li>1. Lithium Ion Batteries packed with equipment (UN 3481 - Packing Instruction 966).</li> <li>2. Lithium Ion Batteries contained in equipment (UN 3481 - Packing Instruction 967).</li> <li>3. Lithium Metal Batteries packed with equipment (UN 3091 - Packing Instruction 969).</li> <li>4. Lithium Metal Batteries contained in equipment (UN 3091 - Packing Instruction 970).</li> </ol> <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>Notes:</p> <p>(a) Please refer to FedEx Terms and Conditions of Carriage (<a href="https://fedex.com/il/services/terms">fedex.com/il/services/terms</a>) and the Dangerous Goods section on <a href="https://fedex.com">fedex.com</a>.</p> <p>(b) For FedEx International Connect Plus <sup>(5)</sup>, only Inaccessible Dangerous Goods (IDG) and Lithium Batteries Section II (ELB) apply. For latest information and updates on Dangerous Goods capabilities of FedEx International Connect Plus, please visit <a href="https://fedex.com">fedex.com</a>.</p>	<p><b>• ELB:</b> - None</p>
<p><b>Diplomatic Bag (Diplomatic Mail) <sup>(6)</sup></b> 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.</p>	None
<p><b>FedEx<sup>®</sup> Electronic Trade Documents</b> 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 pick-up and helps to pre-clear your shipments, reducing the risk of your shipment being delayed in customs. Please visit <a href="https://fedex.com">fedex.com</a> for the list of countries and territories that accept FedEx Electronic Trade Documents. In accordance with local IL regulatory requirements, it is required to attach printed copies of customs documentation to the shipment in addition to submitting it electronically. That's when Electronic with Originals (EWO) comes in.</p>	None
<p><b>FedEx<sup>®</sup> Global Returns or FedEx Import Shipping Print Label</b> 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.</p>	None
<p><b>FedEx Global Returns or FedEx Import Shipping Email Label</b> Create return or import shipping labels and allow your customers to access these electronically and edit them as needed.</p>	5 ILS/label
<p><b>FedEx International Broker Select<sup>®</sup> Option</b> A fee applies to FedEx International Broker Select (BSO) shipments when all of the following occur:</p> <ul style="list-style-type: none"> <li>• A broker (other than FedEx or FedEx designated) clears the shipment.</li> <li>• FedEx picks up the shipment at the customer's broker location and delivers it to the final consignee.</li> <li>• The consignee's location is served by a different clearance point than the broker's clearance point.</li> </ul>	6.40 ILS/chargeable kg <sup>(4)</sup> (minimum 43 ILS)

Service <sup>(1)</sup>	Fees <sup>(3)</sup> (ILS)
<p><b>FedEx Priority Alert™<sup>(6)</sup></b>            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.</p> <p>FPA is available for FedEx international services in markets enabled for FPA. Please note that all requests need to be reviewed prior to acceptance in order to confirm service compliance and availability.</p>	<p><b>FedEx International Priority Express, FedEx International Priority, FedEx International First:</b>            - 3.20 ILS/chargeable kg<sup>(4)</sup>            (minimum 85 ILS)</p> <p><b>FedEx International Priority Freight:</b>            - 1.50 ILS/chargeable kg<sup>(4)</sup>            (minimum 632 ILS)</p>
<p><b>FedEx Priority Alert Plus™<sup>(6)</sup></b>            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 and cold storage are included as standard in the service.</p> <p>FPA+ is available for FedEx international services in markets enabled for FPA+. Please note that all requests need to be reviewed prior to acceptance in order to confirm service compliance and availability.</p>	<p><b>FedEx International Priority Express, FedEx International Priority, FedEx International First:</b>            - 4.30 ILS/chargeable kg<sup>(4)</sup>            (minimum 108 ILS)</p> <p><b>FedEx International Priority Freight:</b>            - 2.20 ILS/chargeable kg<sup>(4)</sup>            (minimum 867 ILS)</p>
<p><b>On Demand Care<sup>(6)</sup></b>            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.</p> <p>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.</p>	<p><b>FedEx International Priority Express, FedEx International Priority, FedEx International First, FedEx International Economy®:</b>            - 17.20 ILS/chargeable kg<sup>(4)</sup>            (minimum 432 ILS)</p> <p><b>FedEx International Priority Freight, FedEx International Economy® Freight:</b>            - 4.30 ILS/chargeable kg<sup>(4)</sup>            (minimum 1716 ILS)</p>
<p><b>Hold at FedEx Location</b>            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 location. Subject to availability.</p>	<p>None</p>
<p><b>FedEx Customs Brokerage Services and Ancillary Services</b>            FedEx offers a seamless standard customs clearance process to enable on-time delivery of your goods. We also offer a range of specialised inbound clearance solutions subject to an additional fee (VAT may apply at the applicable rate).</p>	<p>You can find more information on <a href="https://fedex.com/il_english/ancillaryservices">fedex.com/il_english/ancillaryservices</a>.</p>
<p><b>FedEx® Delivery Signature Options</b>            The following delivery signature options<sup>(7)</sup> may be chosen at the time of booking your shipment:</p> <ol style="list-style-type: none"> <li><b>No Signature Required:</b> 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.</li> <li><b>Indirect Signature Required:</b> FedEx will obtain a signature from someone at the delivery address or from somebody nearby, such as a neighbour or building manager. The recipient has the option to utilise any FedEx-approved means to authorise the shipment to be released without anyone present.</li> <li><b>Direct Signature Required:</b> 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.</li> <li><b>Adult Signature Required:</b> 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 (e.g. alcohol).</li> </ol>	<ol style="list-style-type: none"> <li>None</li> <li>None. Residential shipments to US and Canada with Declared Value below 500 USD are subject to 7 ILS/shipment surcharge.</li> <li>10 ILS/shipment. None for shipments to US and Canada above 500 USD Declared Value.</li> <li>13 ILS/shipment</li> </ol>

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## Surcharges<sup>(1)(2)</sup>

Fees will be calculated according to the chargeable weight<sup>(2)</sup>. VAT will be added according to applicable law. Your transportation costs may be affected by additional charges. The following are descriptions of the surcharges.

Service <sup>(1)</sup>	Fees <sup>(3)</sup> (ILS)
<p><b>Additional Handling Surcharge<sup>(8)</sup></b></p> <p><b>Package Services</b> A surcharge applies per package or piece that:</p> <p><b>Dimension</b></p> <ul style="list-style-type: none"> <li>measures greater than 121 centimetres along its longest side;</li> <li>measures greater than 76 centimetres along its second-longest side; or,</li> <li>measures greater than 266 centimetres in length and girth - the length and girth is length plus (two times the height) plus (two times the width).</li> </ul> <p><b>Packaging</b></p> <ul style="list-style-type: none"> <li>is not fully encased in an outer shipping container or packaging;</li> <li>is encased in an outer shipping container or packaging not made of corrugated fibreboard (cardboard) materials, including but not limited to metal, wood, canvas, leather, hard plastic, soft plastic, or expanded polystyrene foam (e.g. Styrofoam);</li> <li>is encased in an outer shipping container or packaging covered in shrink wrap or stretch wrap;</li> <li>is round or cylindrical, including (without limitation) mailing tubes, cans, buckets, barrels, tires, drums, or pails;</li> <li>is bound with metal, plastic, or cloth banding, or has wheels (e.g. a bicycle), casters, handles, or straps, including packages where the outer surface area is loosely wrapped, or where the contents protrude outside the surface area;</li> <li>could become entangled in, or cause damage to other packages or the FedEx sortation system.</li> </ul> <p><b>Weight</b></p> <ul style="list-style-type: none"> <li>has an actual weight greater than 31kg.</li> </ul> <p>Package shape and dimensions may change during transit, which can affect the package's dimensional weight and surcharge eligibility. If the package shape and dimensions change during transit, FedEx may make appropriate adjustments to the charges at any time. This surcharge applies per piece even if multiple pieces are bundled in a shipment. If a non-standard package is eligible for two or all three Additional Handling Surcharges (Dimension, Weight, or Packaging), only the one with highest charge will apply.</p> <p>FedEx reserves the right to assess Additional Handling charges for packages that require special handling or that require FedEx to apply additional packaging during transit.</p> <p><b>Freight Services</b> A surcharge applies to any freight handling unit that measures greater than 157 centimetres along its longest side. This surcharge applies on a per-freight-handling-unit basis even if multiple pieces of freight are bundled in a shipment.</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>	<p>135 ILS/package</p> <p>97 ILS/package</p> <p>140 ILS/package</p> <p>226 ILS/freight handling unit</p>



Service <sup>(1)</sup>	Fees <sup>(3)</sup> (ILS)
<p><b>Additional Handling Surcharge – Non-stackable<sup>(8)(9)</sup></b></p> <p>A surcharge applies to any freight handling unit of a freight shipment that is non-stackable. Non-stackable means that the freight handling unit cannot be stacked vertically in a safe and secure manner. Examples include, but are not limited to, non-stackable freight handling units that: 1) do not have a flat and stable top or base, 2) may be damaged if another piece is loaded on them, or 3) have flat and stable loading surfaces but are too narrow to safely and securely support other freight handling units (e.g. 1-2 barrels or drums). A surcharge also applies to any freight handling unit identified by the shipper as non-stackable. This surcharge applies on a per-freight-handling-unit basis even if multiple pieces of freight are bundled in a shipment.</p> <p>For more information on preparing and palletizing freight, please see our packaging guidelines on <a href="https://www.fedex.com">fedex.com</a>.</p>	<p>770 ILS/freight handling unit</p>
<p><b>Address Correction</b></p> <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>	<p>35 ILS/shipment</p>
<p><b>Declared Value</b></p> <p>The sender may elect to pay an additional charge to specify a Declared Value for Carriage on the Air Waybill, above the standard limits of liability. FedEx does not provide a cargo all-risks insurance.</p> <p>The Declared Value for Carriage is limited to a maximum amount and may vary by location. The Declared Value for Carriage may not exceed:</p> <ul style="list-style-type: none"> <li>• <b>FedEx® Envelope or Pak:</b> 100 USD per shipment (or equivalent value in local currency);</li> <li>• <b>Other services except freight transportation services:</b> 50,000 USD per shipment (or equivalent value in local currency);</li> <li>• <b>FedEx International Priority Freight and FedEx International Economy Freight:</b> 100,000 USD per shipment to most destinations (or equivalent value in local currency);</li> <li>• <b>For certain Unique Items:</b> 1,000 USD per shipment (see our Terms and Conditions of Carriage for full details);</li> <li>• <b>Actual value of the contents</b> of the shipment;</li> <li>• <b>Declared Value for Customs:</b> The selling price or replacement cost of the shipment contents as required for Customs clearance purposes.</li> </ul>	<p>Declared Value rates are incremental and depend on the amount the customer declares.</p> <p>A fee of 3.80 ILS per 100 USD will be assessed for each additional 100 USD (or part thereof) of liability that FedEx accepts above the standard limits of liability.</p>
<p><b>Demand Surcharge</b></p> <p>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.</p> <p>The applicability, duration, and amount of the Demand Surcharge is determined for each region based on regular assessments of shipping volume and available capacity within our network and other considerations.</p>	<p>Go to <a href="https://www.fedex.com/demand-surcharges">fedex.com/demand-surcharges</a> for information on demand surcharges in effect, including applicable services, surcharge amounts, and effective dates.</p>

Service <sup>(1)</sup>	Fees <sup>(3)</sup> (ILS)
<p><b>Export Clearance Surcharge (Reshumon Fee)</b> Export clearance Surcharge (Reshumon Fee) is applicable for every shipment which requires full entry submission service to customs and must be cleared by customs before departure. Applicable shipments include but are not limited to: any shipment with a value over 200 USD or actual weight over 20kg.</p>	131 ILS/shipment
<p><b>Extended Area Service</b> 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. Please refer to <a href="#">the list of postal codes or areas where this surcharge applies</a>.</p>	Tiered pricing based on postal codes or areas: Tier A: 12 ILS per shipment Tier B: 1.70 ILS/ chargeable kg <sup>(4)</sup> (minimum 85 ILS) Tier C: 2.30 ILS/chargeable kg <sup>(4)</sup> (minimum 108 ILS)
<p><b>Fuel Surcharge</b> <b>International Fuel Surcharge</b> FedEx 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>	Go to <a href="https://fedex.com/il/fuelsurcharge">fedex.com/il/fuelsurcharge</a> for updates on the fuel surcharge.
<p><b>Oversize Charge</b> An oversize charge applies to a package or piece that exceeds 243 centimetres in length or 330 centimetres in length and girth - the length and girth is length plus (two times the height) plus (two times the width). 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 charges at any time.</p>	226 ILS/package
<p><b>Third Party Billing</b> 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<sup>(10)</sup>. 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 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 or your Sales Representative for service availability and precise transit times in your area. [FedEx Terms and Conditions of Carriage](#), published online and amended from time to time, apply to all FedEx services.
- (2) Fee(s) may be calculated based on dimensional weight. For more information, please refer to the [FedEx Terms and Conditions of Carriage](#).
- (3) All fees are exclusive of VAT. VAT will be added according to applicable law.**
- (4) The full rate per kilogram will be charged for any part kilogram.
- (5) FedEx International Connect Plus is our international e-commerce service. For Dangerous Goods – Inaccessible Dangerous Goods for FICP is only available on limited lanes. Some other content in this document may not apply to this service. For further information, please contact your local Sales Representative.
- (6) These value-added services do not apply to FedEx International Connect Plus.
- (7) Delivery options are available from and to selected countries/territories. Service availability may vary according to place of collection and destination. Please see [fedex.com](https://fedex.com) for details.
- (8) For implementation date of AHS adjustments, please refer to [fedex.com](https://fedex.com). A “freight handling unit” is an individual unit requiring loading, e.g. each pallet within a freight shipment.
- (9) 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.
- (10) For the definition of and further information on Bill Third Party shipments, please refer to the [FedEx Terms and Conditions of Carriage](#).