

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 AWB (Air Waybill) 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 AWB.

✓ Service Type

✓ Ship Date

- Actual ship date must be within +/- 7 days of ship date mentioned on the quote.

✓ Chargeable Weight

✓ Actual Weight

✓ Package Type

- “Your Packaging” must be selected.

✓ Package details

PACKAGING*
Your Packaging

✓ 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 decide 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 ***