



Applies to the Shipping Zone

Commodity Restrictions and *Prohibited Items*

For US Domestic shipments only.
Refer to the eSRG for Commodity Restrictions for
FXE International shipments.



 Dangerous Goods (DG),
Commodities
Restrictions and
Declared Value
Limitations

 Commodity
Restrictions and
Prohibited Items

 Alcohol Shipments

 Batteries

 Clinical Shipments

 Dangerous Goods/
HAZMAT

 Firearms

 Perfume

 Pharmaceuticals



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Be on the lookout for these images indicating Dangerous Goods (DG)



CS#: 621.OP12.001

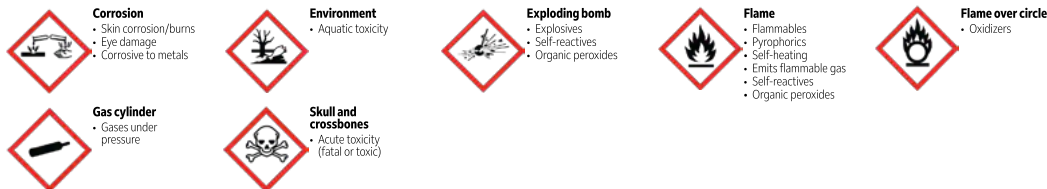
Dangerous Goods Guide

Are you shipping any of these items?

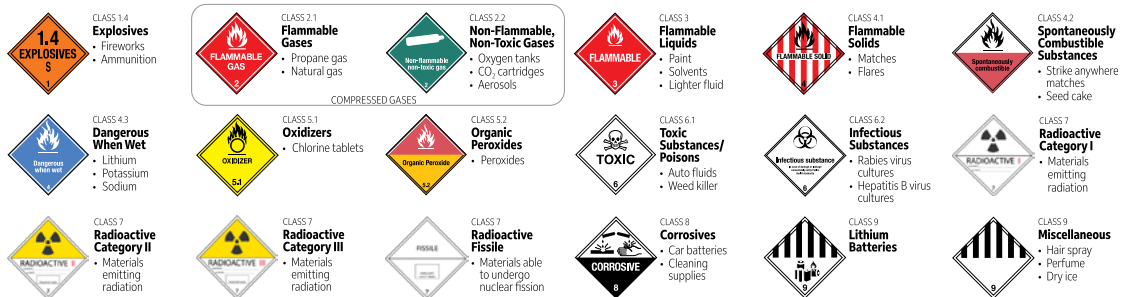
Dangerous goods commodities:



Hazard icons:



Dangerous goods hazard labels:



Other hazard markings/labels (label can indicate the presence of dangerous goods):



Cargo containing hazardous materials (dangerous goods) for transportation by aircraft must be offered in accordance with the Federal Hazardous Materials Regulations (49 CFR parts 171 through 180). A violation can result in five years' imprisonment and penalties of \$250,000 or more (49 U.S.C. 5124). Hazardous materials (dangerous goods) include: explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives and radioactive materials.

Contact the FedEx Dangerous Goods hotline for more information at 1.800.GoFedEx 1.800.463.3339 and press 81 or say "dangerous goods," then press 4 for the next available Dangerous Goods agent, or call 1.901.375.6806 and press 4.

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Dangerous Goods (DG), Commodities Restrictions and Declared Value Limitations

The **International Air Transport Association (IATA)** and the **International Civil Aviation Organization (ICAO)** regulate dangerous goods (DG) shipping. They've established strict — and often complex — regulations around DG shipping.

FedEx Office does not accept regulated dangerous goods for outbound shipping.

It is **critical** all team members are familiar with dangerous goods shipping restrictions and how to identify potential undeclared dangerous goods shipments, as well as other procedures around commodities that have specific rules and procedures for both outbound shipping and hold-at-location.

Additionally, certain commodities have **declared value (DV)** limitations. It is important to understand how declared value works, and the commodities impacted by the limitations, in order to avoid negative impacts to the customer when dealing with shipping claims. More information on declared value can be found in the **Package Acceptance and Review** section of the **Shipping Field Reference Manual (FRM)**.

This guide provides details on common restricted commodities, dangerous goods and related handling processes. Additional information on these topics can be located in the **FedEx Service Guide** (on both FedEx One and **fedex.com**).

Commodity Restrictions and Prohibited Items List

For US Domestic shipments only.

Refer to the eSRG for Commodity Restrictions for FXE International shipments.

Some items are considered Dangerous Goods (DG) or otherwise restricted from being packed, shipped, Held at Location and/or have a restricted limit of liability by FedEx Office. Use the matrix below to identify these items:

Item	Can Pack?	Can Ship?	Can HAL?	Dangerous Good?	Limit of Liability
Aerosol sprays* — Spray products (e.g., hairspray, spray deodorant, spray paint)	N	N	N*	Y	N/A
Alcoholic beverages — Can only be shipped under specific guidelines. See page 15 for more details.	N	Y	Y	N	\$50,000
Ammunition* — Can only be accepted as an inbound GHAL shipment with the proper Limited Quantity label .	N	N	N*	Y	N/A
Animal carcasses — Animal heads and other parts for taxidermy may be accepted but must be properly packaged (this restriction does not apply to properly packaged meat or poultry products intended for human consumption)	N	Y	N	N	N/A
Artwork — (detail description in FedEx Service Guide terms and conditions)	Y	Y	Y	N	\$1,000
Antiques — (detail description in FedEx Service Guide terms and conditions)	Y	Y	Y	N	\$1,000
Batteries — Refer to pages 17 – 22 for important details					
UN3090 and UN3480 — stand-alone rechargeable and non-rechargeable lithium batteries are considered Dangerous Goods and CANNOT be accepted at FedEx Office	N	N	N	Y	N/A
UN3091 and UN3481 — Two (2) or less small lithium batteries contained in equipment	Y	Y	Y	N	\$50,000
UN3091 and UN3481 — lithium batteries packed with equipment, but not contained in the device — Proper labeling required	N	Y	Y	N	\$50,000
Medium and large Rechargeable and Non-rechargeable lithium batteries of any kind , including those packed with or contained in equipment	N	N	N	Y	N/A
Mobility devices (e.g., e-bikes, small scooters, etc.) — medium/large batteries contained within the mobility device can be held as long as there is not a Class 9 label/mark on the box	N	N	Y	N	\$50,000
Multiple devices — More than two (2) devices with lithium batteries contained in equipment — proper labeling is required — FedEx Office cannot pack due to the inability to supply the required proper labeling	N	N	Y	N	\$50,000
Wet Batteries — Spillable	N	N	N	Y	N/A
Wet Batteries — Non-spillable/Sealed Non-spillable (If a Non-spillable/Sealed Non-spillable battery is received as a HAL it must be marked “NON-SPILLABLE”, “NON-SPILLABLE BATTERY” or “SEALED NON-SPILLABLE” on the outer packaging)	N	N	Y	N	N/A
Damaged, recalled or defective batteries of any kind	N	N	N	Y	N/A

***Limited quantity is acceptable as an Inbound Ground HAL shipment. Refer to page 26 for specific details.**



Commodity Restrictions and Prohibited Items List: B—E (continued)

For US Domestic shipments only. Refer to the eSRG for Commodity Restrictions for FXE International shipments.

Item	Can Pack?	Can Ship?	Can HAL?	Dangerous Good?	Limit of Liability
Boxes with Dangerous Good markings — Even if the packed item is not a DG	N	N	N	Y	N/A
Bump fire stocks and other rapid-fire trigger activators	N	N	N	N	N/A
Cash and Currency	N	N	N	N	N/A
Cannabidiol (CBD) products — CBD products <i>not</i> derived from marijuana	N	Y	Y	N	\$50,000
Collector's items — (such as coins, stamps, sports cards, souvenirs and memorabilia)	N	Y	Y	N	\$1,000
Compressed Gas* — (e.g., breathing apparatus, empty cylinders)	N	N	N	Y	N/A
Computers — (Maximum Declared Value of \$5,000 when packed by FedEx Office)	Y	Y	Y	N	\$50,000
Coolers/wet ice — (refer to the Shipping Field Reference Manual for more information)	N	Y	Y	N	\$50,000
Counterfeit Goods — including, but not limited to, goods under a trademark that is identical to or substantially indistinguishable from a registered trademark, without the approval or oversight of the registered trademark owner (<i>also commonly referred to as "fake goods" or "knock-offs"</i>).	N	N	N	N	N/A
Diagnostic or clinical specimens/samples: <i>No UN Identification</i>	N	Y	Y	N	\$50,000
Diagnostic or clinical specimens/samples: <i>UN3373 — Accepted in a white drop box or over the counter at the customer's request. Contact OneCall at *01 or chat with any questions</i>	N	Y	N	N	N/A
Diagnostic or clinical specimens/samples: <i>UN2814, UN2900 and UN3291 —</i> Refer customer to call 1.800.Go.FedEx for assistance	N	N	N	N	N/A
Dry ice	N	N	N	Y	N/A
Electronic cigarettes (E-cigarettes) — and their component parts, are prohibited from shipping in any FedEx network. DONOTACCEPT. Includes similar devices that rely on vaporization or aerosolization. Also prohibited are any non-combustible liquids or gels, regardless of the presence of nicotine.	N	N	N	N	N/A



***Limited quantity is acceptable as an Inbound Ground HAL shipment. Refer to [page 26](#) for specific details.**

Commodity Restrictions Guide — October 2025

Commodity Restrictions and Prohibited Items List: F — He (continued)

For US Domestic shipments only. Refer to the eSRG for Commodity Restrictions for FXE International shipments.

Item	Can Pack?	Can Ship?	Can HAL?	Dangerous Good?	Limit of Liability
FedEx envelope and pak shipments (Domestic)	Y	Y	Y	N	\$500
FedEx envelope and pak shipments (International)	Y	Y	Y	N	\$100
Film — (including photographic images, negatives, chromes and slides)	Y	Y	Y	N	\$1,000
Firearms — Pre-metered only. Contact your Global Security Advisor or refer to detailed procedures in the Package Acceptance Procedures chapter, Firearms Shipments section of the Shipping FRM , or go to page 27 of this guide for prohibited items. ▶ Ammunition — FedEx Office does not ship ammunition <i>*Note: Antique/Collectible Firearms Max. Limit of Liability is \$1,000</i>	N	Y	N	N	\$50,000 [†]
Fireworks	N	N	N	Y	N/A
Flammable liquid* — (nail polish, lighter fluid, liquid lighters, paint)	N	N	N*	Y	N/A
Flammable solids — (matches, etc.)	N	N	N	Y	N/A
Fluorescent tubes and neon light bulbs	N	Y	Y	N	\$0
Frozen items or items requiring coolant	N	Y	Y	N	\$50,000
Furs — (detail description in FedEx Service Guide terms and conditions)	Y	Y	Y	N	\$1,000
Gift cards/stocks/bonds — (detail description in FedEx Service Guide terms and conditions)	Y	Y	Y	N	\$1,000
Glassware — (detail description in FedEx Service Guide terms and conditions)	Y	Y	Y	N	\$1,000
 Hazardous or restricted materials — (Refer to the Dangerous Goods sign/decals [CS#: 621.OP12.001] for common items that may contain dangerous materials)	N	N	N	Y	N/A
Hazardous waste — This includes but is not limited to used hypodermic needles or syringes transported for sterilization, recycling, disposal or for any other purpose, or other medical waste	N	N	N	Y	N/A
 ★ Hemp — Raw or unrefined hemp plants, or their subparts (including, but not limited to, hemp stalks, hemp leaves, hemp flowers, and hemp seeds), except as set out in 21 CFR §1308.35.	N	N	N	N	N/A

***Limited Quantity is acceptable as an Inbound Ground HAL shipment. Refer to page 26 for specific details.**

Commodity Restrictions and Prohibited Items List: Hou — L (continued)

For US Domestic shipments only. Refer to the eSRG for Commodity Restrictions for FXE International shipments.

Item	Can Pack?	Can Ship?	Can HAL?	Dangerous Good?	Limit of Liability
Household chemicals/cleaners* — (bleach, ammonia, photographic chemicals/inks, dental apparatus chemicals/solvents)	N	N	N*	Y	N/A
Hoverboards — Customers must call 1.800.Go.FedEx for information on shipping this commodity	N	N	N	Y	N/A
 ★ Human corpses, body parts, embryos, or cremated or disinterred human remains — this includes small amounts for memorial keepsakes.	N	N	N	N	N/A
Illegal substances — INCLUDING marijuana intended for recreational or medicinal use, and synthetic cannabinoids Refer to Suspicious Packages Procedures section of the Shipping Field Reference Manual .	N	N	N	N	N/A
Items resembling a bomb, hand grenade or other explosive device — This includes, but is not limited to, inert products such as novelty items, training aids and works of art	N	N	N	N	N/A
Jewelry — (including watches; detail description in FedEx Service Guide terms and conditions)	Y	Y	Y	N	\$1,000
Liquids — (volume not to exceed 8 gallons or 70 lbs in weight)	N	Y	Y	N	\$50,000
Liquid mercury — not contained as a necessary component in any product or piece of equipment in its original manufactured state (Ground Only)	N	N	N	Y	N/A
 ★ Live animals, fish, marine life, reptiles and insects — (This does not include marine life intended for human consumption. Refer to the Service Guide for item detail.) If a team member discovers a package containing a live animal after the customer leaves: ▶ Customer must be contacted immediately and instructed to pick up the package ▪ Refer the customer to the FedEx Animal Desk (<i>email animaldesk@corp.ds.fedex.com</i>) for more information ▶ If the customer cannot be reached, the team member must hand the courier the package and inform them it contains a live animal <i>If the customer needs immediate assistance, call FedEx Customer Service — 800.463.3339.</i>	N	N	N	N	N/A

***Limited Quantity is acceptable as an Inbound Ground HAL shipment. Refer to [page 26](#) for specific details.**

Commodity Restrictions Guide — October 2025

Commodity Restrictions and Prohibited Items List: Lo — PI (continued)

For US Domestic shipments only. Refer to the eSRG for Commodity Restrictions for FXE International shipments.

Item	Can Pack?	Can Ship?	Can HAL?	Dangerous Good?	Limit of Liability
Loose diamonds and precious metals/stones — (Extraordinary Value Item)	N	Y	Y	N	\$1,000
Lottery tickets and gambling devices where prohibited by law	N	N	N	N	N/A
Marijuana — as defined by U.S. federal law, 21 U.S.C. §802(16), <i>including</i> : ▶ Marijuana intended for recreational or medicinal use ▶ Marijuana-derived cannibidiol ("CBD") ▶ Any product with a delta-9 tetrahydrocannabinol ("THC") concentration of more than 0.3 percent on a dry weight basis, except as set out in 21 CFR §1308.35 ▶ Synthetic cannabinoids Note: CBD products not derived from marijuana are not restricted as of 01.20.2020 Refer to the Service Guide, or call the DG hotline for more details.	N	N	N	N	N/A
Musical Instruments (stringed and non-stringed) — more than 20 years old, and customized or personalized musical instruments. (Stringed instruments must be in hard case or box)	Y	Y	Y	N	\$1,000
Neon signs, neon lighting, laser tubes and x-ray tubes	N	Y	Y	N	\$0
Nicotine	N	N	N	Y	N/A
Nitrogen-refrigerated liquids — compressed gas	N	N	N	Y	N/A
Non-perishable food items — Exception: Chocolate (e.g., candy bar, box of assorted chocolates, etc.) can be packed	N	Y	Y	N	\$50,000
Packages that are wet, leaking or emit an odor of any kind	N	N	N	-	N/A
Perfume, cologne — Must not state: <i>"Contains Ethyl Alcohol"</i> Cannot contain more than 70% Ethyl Alcohol Glass Container: Must not exceed eight (8) fluid ounces Plastic Container: Must not exceed 16 fluid ounces Refer to page 30 for more information	N	Y	Y	N	\$50,000
Perishables / Perishable Foods	N	Y	Y	N	\$50,000
Pharmaceuticals — Shipper must be in compliance with state, federal and international laws. Must not have labels/markings that a pharmaceutical is contained. Refer to page 31 for more detailed information.	Y	Y	Y	N	\$50,000
Plant and plant material — (seedlings, plant plug, etc.)	N	Y	Y	N	\$50,000



FedEx Dangerous Goods/Hazardous Materials Hotline: page 26

Commodity Restrictions and Prohibited Items List: Sc — X (continued)

For US Domestic shipments only. Refer to the eSRG for Commodity Restrictions for FXE International shipments.

Item	Can Pack?	Can Ship?	Can HAL?	Dangerous Good?	Limit of Liability
Scale models, prototypes and architectural models (includes doll houses)	N	Y	Y	N	\$1,000
Servers/Routers — (Maximum Declared Value of \$5,000 when packed by FedEx Office. If packed by customer, up to \$50,000 .)	Y	Y	Y	N	\$50,000
Shipments that require us to obtain a <i>local, state or federal license for their transportation</i>	N	N	N	N	N/A
Shipments that may cause <i>damage or delay to equipment, personnel or other shipments</i>	N	N	N	N	N/A
Shipments that are <i>prohibited by applicable local, state or federal law</i>	N	N	N	N	N/A
Any substance that has not been approved for a medical use by the U.S. Food and Drug Administration and also has been listed as a Drug or Chemical of Concern by the U.S. Drug Enforcement Administration, including, but not limited to, Kratom and Salvia Divinorum	N	N	N	N	N/A
Tobacco and all tobacco products including but not limited to cigarettes, cigars, loose tobacco, smokeless tobacco, hookah or shisha must be refused	N	N	N	N	N/A
Note: <i>If a package containing tobacco or any tobacco product as outlined above is identified after processing, put the package aside and immediately contact your Global Security Advisor.</i>	N	N	N	N	N/A
TV/Monitor (Plasma) — Screen size up to 55" must use the UBlox TV packing kit (Stores can build custom boxes for larger screens) Note: LCD/LED screen sizes are not restricted.	Y	Y	Y	N	\$1,000
Waste or garbage for disposal	N	N	N	N	N/A
X-Rays (cannot be packed by FedEx Office)	N	Y	Y	N	\$0

FedEx Dangerous Goods/Hazardous Materials Hotline: page 26

International Ground Prohibited Items

Use the following list when checking for prohibited items while processing International Ground Shipments to Canada. This list is not all-inclusive and is subject to modification without notice.

FedEx International Ground cannot be shipped to APO/FPO/DPO or PO box addresses.

Prohibited Items

Subject to the terms and conditions of the FedEx Ground Tariff, FedEx Ground will not ship the following prohibited goods to Canada. FedEx Ground reserves the right to open and inspect any package tendered for delivery. FedEx Ground will refuse and may return any shipment that is considered unsafe, unlawful, or violates the terms and conditions of the FedEx Ground Tariff.





International Ground Prohibited Items

1.	Alcoholic beverages.
2.	Ammunition of any kind.
3.	All live animals, animal carcasses, insects, and animals that have been mounted.
4.	Counterfeit goods, including, but not limited to, goods under a trademark that is identical to substantially indistinguishable from a registered trademark.
5.	Money, cash, coins, currency, paper money and negotiable instruments equivalent to cash, such as endorsed stocks, bonds and cash letters.
6.	Dangerous goods.
7.	Explosives, fireworks, flares, matches.
8.	Firearms, weaponry and their parts <i>(and replicas thereof).</i>
9.	Bump fire stocks and other rapid-fire trigger activators.
10.	Ghost guns and other firearms not containing a serial number.
11.	Any firearm or other weapon manufactured using a 3-D printing machine.
12.	3-D printing machines designed, or that function exclusively, to manufacture firearms.
13.	Items resembling a bomb, hand grenade or other explosive device, except as provided in the Hazardous Materials section.  <i>This includes, but is not limited to, inert products such as novelty items, training aids and works of art</i>

International Ground Prohibited Items

14.	Furs.
15.	Hazardous materials (shipments classified as Limited Quantity are allowed if they contain consumer commodities only and are properly labeled).
16.	Hazardous waste. ○ This includes, but is not limited to, used hypodermic needles or syringes transported for sterilization, recycling, disposal or for any other purpose, or other medical waste ○ FedEx Ground also does not accept hazardous substances in reportable quantities
17.	Raw or unrefined hemp plants, or their subparts (including, but not limited to, hemp stalks, hemp leaves, hemp flowers, and hemp seeds), except as set out in 21 CFR 1308.35.
18.	Human corpses, human organs or body parts, human and animal embryos, or cremated or disinterred human remains.
19.	Infectious or non-infectious human or animal cells, tissue, bodily fluids, blood, blood products, plasma, or any other material derived from human or animal blood whether in liquid or solid form; biohazards; regulated or non-regulated diagnostic cultures, specimens or samples, whether infectious or non-infectious; used health care products as defined in Title 49 of the Code of Federal Regulations; and any materials regulated as UN 2814, UN 2900, UN 3373 and UN 3291.
20.	Inhalation hazards.
21.	Liquid mercury, in any quantity, not contained as a necessary component in any product or piece of equipment in its original manufactured state. Note: This statement is also true for FedEx Ground Domestic.
22.	Live insects.
23.	Lottery tickets and gambling devices where prohibited by law.
24.	Marijuana, as defined by U.S. federal law, 21 U.S.C. 802(16), including marijuana intended for recreational or medicinal use and marijuana-derived cannabidiol (“CBD”); any product with any amount of tetrahydrocannabinols (“THC”), except as set out in 21 CFR 1308.35; and synthetic cannabinoids.



International Ground Prohibited Items

25.	Perishables (including, but not limited to, perishable foodstuffs and foods and beverages; perishable pharmaceuticals; and any other items requiring refrigeration or other environmental control).
26.	Personal Effects and Household Effects. ○ Used items intended for personal use and not for sale ○ These include, but are not limited to, luggage sent prior to or following a trip, used clothing, jewelry, toiletries, personal electronics, golf clubs, furniture, dishes, linens, books, artwork and home décor
27.	Plants, plant materials and seeds, including cut flowers.
28.	Prescription drugs (personal and commercial), regardless of whether shipments have met the requirements set by Health Canada or other government departments, or are exempt from applicable requirements.
29.	Any substance that has not been approved for a medical use by the U.S. Food and Drug Administration and also has been listed as a Drug or Chemical of Concern by the U.S. Drug Enforcement Administration, including, but not limited to, Kratom and Salvia Divinorum
30.	Pornographic and/or obscene material.
31.	Soil or dirt, including samples and any soil or dirt used for lab or other testing.
32.	Tobacco and tobacco products, including but not limited to cigarettes, cigars, loose tobacco, smokeless tobacco or shisha.
33.	Shipments being processed under: ○ Duty drawback claims unless advance arrangements are made ○ Temporary Import Bonds ○ U.S. State Department licenses ○ Carnets ○ U.S. Drug Enforcement Administration export permit ○ Letters of credit ○ Certificate of Registration ○ United States Foreign Trade Zones or bonded warehouses ○ An export license or any type of export authorization, including any agreements or license exceptions/exemptions, or Electronic Export Information (EEI), regardless of value. This includes, but is not limited to, goods subject to: ▪ U.S. State Department licenses or any other State Department authorizations ▪ Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) licenses or any other ATF authorizations ▪ International Traffic in Arms Regulations (ITAR) ▪ Export Administration Regulations (EAR) ▪ The Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) ▪ The Kimberley Process Clean Diamond Trade Act

International Ground Prohibited Items

34.	Shipments that may cause damage to, or delay of, equipment, personnel or other shipments.
35.	Shipments that require FedEx Ground to obtain any special license or permit for transportation, importation or exportation.
36.	Shipments whose carriage, importation or exportation is prohibited by any law, statute or regulation.
37.	Shipments containing products manufactured in sanctioned countries or regions, regardless of whether a permit has been issued by a government agency or whether the specific goods are exempt from applicable sanctions.  <i>Shippers are responsible for determining the country of origin of goods shipped and for reviewing the government sanctions lists prior to tendering packages to FedEx Ground</i>
38.	Packages that are wet, leaking or emit an odor of any kind.
39.	Improperly packaged shipments.
40.	Waste or garbage for disposal.



Alcoholic Beverages

Wine may be shipped via **Express and Ground** under the following conditions:

- ☐ **Wine** may only be shipped, using a pre-metered label, from:
 - ☐ A pre-approved licensed dealer to a pre-approved licensed dealer
 - OR**
 - ☐ A pre-approved licensed dealer to a consumer
- ☐ **A consumer is allowed to return a wine shipment received back to the dealer (U.S. domestic only) under the following conditions:**
 - ☐ Original shipper must be an **approved shipper** and enrolled in the **FedEx wine shipping program**
 - ☐ The return **must be initiated by the original shipper** and a **pre-metered shipping label must be used**
 - ☐ Returns must be in the **original packaging**
- ☐ **Shipment must be** *Adult Signature Required (ASR)*
- ☐ **Beer and Spirits** may be shipped **Express or Ground** only from a pre-approved licensed dealer to a licensed dealer with the shipment pre-metered
 - ☐ Shipments of beer or spirits to **consumers** are prohibited
- ☐ **Check Wine State pairings guide for state specific regulations**
<https://www.fedex.com/cgi-bin/wineShipping.cgi?link=4>
- ☐ **Alcohol shipments received by a store as HAL must be marked Adult Signature Required (ASR) and team member can only release to the recipient with a government-issued photo ID showing the recipient is at least 21 years of age**
- ☐ **The package must have the licensed dealer sticker affixed to or pre-printed on each box (SEL 169)**
 - ☐ The sticker must be supplied by the licensed dealer

Two label options are acceptable for pre-metered alcohol shipments:

1. A pre-metered label with “**\$AW**” in the reference field
- OR**
2. The words “**ALCOHOL**” and “**ASR**” in the service code above the barcode





Batteries

It is critical to ensure batteries are shipped properly.

If there is any question as to how to ship or if shipment is permissible, call **1.800.GO.FEDEX** (press **81**, then **4**) and ask for the DG department — **DO NOT GUESS.**

FedEx Office cannot ship any battery classified as UN3480 or UN3090.

Battery types FXO can pack and ship:

Small, rechargeable and non-rechargeable lithium batteries contained in equipment (e.g., laptops, cameras) with no spare lithium batteries in package, dry batteries (e.g., AAA alkaline, C, D).

Battery types FXO can ship but NOT pack:

Small, rechargeable and non-rechargeable lithium batteries **packed with equipment** (not contained in the device).

Battery types FXO CANNOT ship or pack:

NOTE: FedEx Office **cannot ship** any battery classified as **UN3480** or **UN3090** (stand-alone lithium batteries), or **any equipment that charges the battery during transport** (such as a power bank in the “on” position).

Medium and large rechargeable and non-rechargeable lithium batteries **of any kind**, including those packed with or contained in equipment (e.g., boat batteries, golf cart batteries, scooters, hoverboards) wet batteries, non-spillable batteries, damaged or defective batteries of any kind, including those being returned to the manufacturers as part of a safety recall, stand alone or contained in/with equipment.

Battery types FXO can HAL:

FedEx Office can HAL sealed wet batteries. Refer to [page 22](#) for more information.

Lithium Battery Acceptance

There are two main types of lithium batteries:

- 1. Lithium metal batteries**, typically found in watches and cameras, are generally non-rechargeable, disposable lithium batteries which contain metallic lithium and are also called **primary** lithium batteries. The **UN3091 label/mark** is for lithium metal batteries **contained in the device or packed with the device**.
- 2. Lithium-ion batteries**, typically found in mobile devices, or laptops, are generally rechargeable lithium batteries which contain lithium polymer, and are also called **secondary** lithium batteries. The **UN3481 label/mark** is for lithium-ion batteries **contained in the device or packed with the device**.



Lithium Battery Label Requirements

Team members are not expected to calculate watt hours (Wh) or research battery specifications (see page 20).



Note: Watt hours is Volts (V) × Amp hours (Ah). If milliamps (mA) is listed, divide by 1000 to get the amps.



The shipper is responsible for understanding this information prior to shipping.

The **UN Label (or Mark)** will help determine if the shipment is **✓ acceptable** or **✗ unacceptable** at FedEx Office.



UN3481 ✓



UN3091 ✓



UN3480 ✗



UN3090 ✗

Other Labels:



Cargo Aircraft Only



Class 9

**LITHIUM BATTERIES —
FORBIDDEN FOR TRANSPORT
ABOARD AIRCRAFT AND VESSEL**

Lithium Batteries Forbidden Label

Lithium Batteries Labeling

- UN3481 or UN3091 Label/Mark only = **ACCEPTABLE**



—OR—



=

**ACCEPTABLE**

- UN3481 or UN3091 Label/Mark + CARGO AIRCRAFT ONLY Label = **ACCEPTABLE**



—OR—



+



=

**ACCEPTABLE**

- **Acceptable Battery-powered Consumer Electronics** (see page 21)

▶ Laptops, tablets, mobile phones, cameras, etc.



- UN3481 or UN3091 Label/Mark + CLASS 9 Label = **UNACCEPTABLE**



—OR—



+



=

**UNACCEPTABLE**

- UN3481 or UN3091 Label/Mark + CLASS 9 Label + CARGO AIRCRAFT ONLY Label = **UNACCEPTABLE**



—OR—



+



+



=

**UNACCEPTABLE**

- UN3481 or UN3091 Label/Mark + the statement/label "LITHIUM BATTERIES FORBIDDEN FOR TRANSPORT ABOARD AIRCRAFT AND VESSEL" = **UNACCEPTABLE**



—OR—



+



=

**UNACCEPTABLE**

Batteries (continued)

Lithium Battery Size Table

 Team members are not expected to calculate watt hours (Wh) or research battery specifications.

	 SMALL	 Classified as Dangerous Goods and are NOT Accepted at FedEx Office	
		MEDIUM	LARGE
Lithium-ion Batteries	100Wh or less	Over 100Wh but no more than 300 Wh	Over 300Wh
Lithium-ion Cells	20Wh or less	Over 20Wh but no more than 60 Wh	Over 60Wh
Lithium Metal Batteries	2g or less	Over 2g but no more than 25g	Over 25g
Lithium Metal Cells	1g or less	Over 1g but no more than 5g	Over 5g

Customers shipping a package with a **Class 9** label *and/or* a **CARGO AIRCRAFT ONLY** label should be directed to call the **Dangerous Goods Hotline**

1.800.GoFedEx, option 81, then 4

- **DO NOT accept damaged/defective lithium battery shipments**
 - Damaged batteries have the potential to cause a package fire and pose a serious potential safety risk to employees and the public, especially when shipped on vehicles or on aircraft
 - Shipments can be identified by the “**DAMAGED/DEFECTIVE LITHIUM-ION BATTERIES FORBIDDEN FOR TRANSPORT BY AIRCRAFT GROUND AND VESSEL SHIPMENT ONLY**” label on the box
 - There could also be **DOT-SP-16011** printed on the box
 - **Refuse the shipment**— Do **not** send customers to the FedEx Ground or FedEx Express station!
 - If the customer has questions, refer them to **1.800.GoFedEx** and ask for **Dangerous Goods Hotline**



Batteries (continued)

Small Battery-Powered Equipment (all types)

Customers may need to ship items that include batteries installed in or packed with an electronic item. **Most battery-powered equipment can be packed and shipped safely when certain precautions are taken to prevent short circuits, overheating and inadvertent operations.**

The following guidelines are to be followed in such instances:

- Battery-powered equipment, including dry batteries (page 22), can be packed and shipped by FedEx Office as long as equipment is not a restricted item and the batteries are not fully regulated as dangerous goods
- Battery-powered equipment, including small-sized lithium batteries, both non-rechargeable and rechargeable, packed with equipment, but not contained in the device, can be **shipped** but **not packed**
- Permitted items must be packed using the current FedEx Office fragile packing procedures and/or in corresponding specialized box (e.g., *laptop box*, *small electronics box*)
- Laptops, tablets and cell phones packed by FedEx Office team members **do not** require the battery handling label as long as the size is under 100Wh or two (2) grams and is installed in the equipment
- Shipments containing **more than two** (2) lithium battery-powered devices (e.g., *mobile phones*, *tablets*, *laptops*, etc.), or any combination of devices, **MUST NOT be packed by FedEx Office team members**
 - A lithium battery label/mark is **REQUIRED** on the shipment
 - FedEx Office **cannot** supply the label/mark
- **If there is a spare (uninstalled) battery in the box, a lithium battery label/mark is required**
- Devices must be in the “off” position if the device has a trigger lock to prevent accidental activation, that lock must be engaged
- If the item includes a wet battery, FedEx Office cannot pack or ship the item — any shipment with a wet battery (*including non-spillable wet batteries*) is considered a Dangerous Good

Batteries (continued)

Dry Batteries

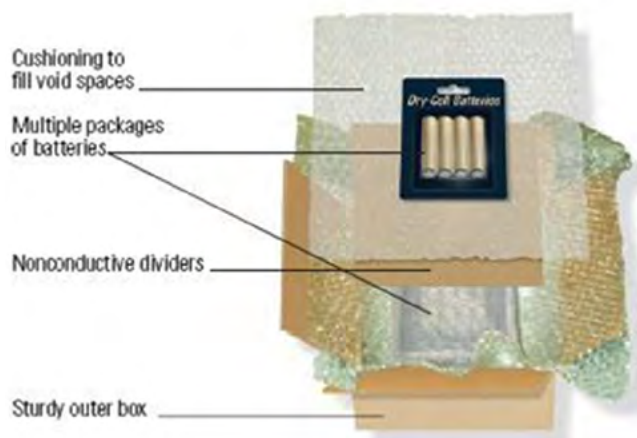
Dry Batteries (e.g., AA, AAA, C, D, 9V, etc.) are sealed batteries that are normally used in flashlights, remote controls, or small appliances.

Examples include **non-rechargeable** (disposable) zinc-carbon (sometimes referred to as “heavy duty”) and alkaline batteries (e.g., Duracell®, Energizer®, etc.).

Common **rechargeable** dry cell batteries are nickel metal hydride (NiMH) and nickel-cadmium (NiCd) chemistries.

Dry batteries (excluding lithium types):

- **Can be shipped by FedEx Office**
- **Can be packed by FedEx Office using our fragile packing procedure**
- **Must be securely packed to prevent:**
 - ▶ Extreme heat
 - ▶ Damage to the terminals
 - ▶ Shifting of contents
 - ▶ Contact from other metal objects such as tools or keys
 - ▶ Short circuits are prevented by fully enclosing each battery or device in inner packaging
 - Separating batteries to prevent contact with each other or,
 - Covering exposed terminals with protective caps



Wet Batteries

Wet batteries are also called lead-acid or lead-alkali batteries. Wet batteries are defined as electric storage batteries, containing electrolyte acid or alkaline corrosive battery fluid. These batteries are used in automobiles, forklifts, wheelchairs and many other applications.

Wet batteries:

- **Cannot be packed or shipped by FedEx Office**
- **Are corrosive**
 - ▶ Which classifies them as a Dangerous Good
- **If the customer needs to ship wet batteries, they should contact 1.800.Go.FedEx for assistance**

Non-spillable wet batteries

- **Cannot be packed or shipped by FedEx Office**
- **Are wet batteries cased in such a way to withstand specific vibration and pressure tests**
- **House corrosive liquids and are Dangerous Goods and must be treated like a wet battery, as stated above**
- **Can receive as a HAL if marked “NON-SPILLABLE”, “NON-SPILLABLE BATTERY” or “SEALED NON-SPILLABLE” on the outer packaging**

Accepting Clinical Shipments

Exempt human specimen and UN3373 can be accepted at ALL FedEx Office stores.

Acceptable Packaging for Clinical/Biological Shipments

Upon visual inspection, the package must be marked in one of two ways: with a self-adhesive label or handwritten.



To meet IATA/ICAO regulations, shippers must mark their packages as “**Exempt Human Specimen**” or “**Exempt Animal Specimen**.” **No additional markings are required when using FedEx clinical boxes or paks for this type of shipment.** Customers can provide their own packaging but a FedEx Clinical Box or Clinical Pak is preferred.



Do not direct the customer presenting a Clinical Pak to the drop box.



These **must** be accepted and processed at the counter.

UN3373 Shipment Requirements

UN3373 shipments can be accepted at FedEx Office locations as a **drop box shipment** or **over the counter at the customer's request**. Contact OneCall at *01 or [chat](#) with any questions.

To accept over the counter, follow SOP including all safety practices.

- Team members are encouraged to take the WBT FLC training **FXO_100189**

Biological Substance, Category B:

This designation requires the proper shipping name Biological Substance Category B, a UN3373 diamond label, and the name and address of the shipper and consignee. The name and telephone number of a responsible person must also be included on the air waybill or on the package. The FedEx clinical boxes can be used for these shipments provided that these markings are added to the package.



Unacceptable Clinical Specimen Shipments



- FedEx Office cannot accept or process UN2814, UN3291 and UN2900 shipments over the counter nor can customers place them in the drop box
 - Direct customers with these type of shipments to contact **1.800.GoFedEx**

Accepting Clinical Specimen Shipments *(continued)*

Important Notes

- **UN3373 shipments can be placed in the FedEx drop box or accepted over the counter regardless of approved packaging type** *(for example: clinical pak, clinical box or properly labeled customer box)*
 - ▶ FedEx Office cannot supply the UN3373 diamond label or UN3373 clinical paks
 - ▶ The labels are only available to the pre-approved shippers
- **UN2814, UN2900 AND UN3291 shipments cannot be processed over the counter nor placed in the drop box**
 - ▶ Direct customers with these type of shipments to contact **1.800.GoFedEx**
- **FedEx Office can never pack a clinical/biological sample for the customer**
- **FedEx Office personnel should never mark the package for the shipper**

In Case of Leaks or Spills

- **Never accept a clinical or biological shipment that is leaking**

Direct the customers to have the sample repacked so there are no leaks before accepting the shipment over the counter or having it placed in the drop box.

If a clinical or biological shipment is ever discovered to be leaking after the customer has left, follow the process below, which outlines how to handle a leaking package once it has been accepted.

Until direction is provided, treat all spills with precaution and avoid contact with the spilled materials.

Packages which are leaking are not allowed to be transported through the FedEx system. In addition, team members should take care when handling a leaking package. If substance can be determined to be non-hazardous, store personnel should clean area, bag and dispose of the package *(remove all labels)*; if substance is unknown or determined hazardous, **immediately call 3E at 1.800.451.8346**. If the package is contained, request a non-emergency pickup. The customer must be notified that the package will not be shipped.

Storing and Distributing Clinical Boxes and Paks

Though most customers shipping clinical specimens will bring their shipments to FedEx Office already packaged, there will occasionally be customers shipping clinical specimens who will need packaging:

- **Keep at least one (1) box size and one pak size on-hand for customers, if requested**
 - ▶ Quantity on-hand will vary based on volume of clinical shipping and as determined by store management
 - ▶ These are **not** to be stored in the Self Service Shipping Area
- **In the event a customer requests a Clinical box or Clinical Pak, it is to be provided to the customer at no cost**



How to Identify a Dangerous Goods Package

Refer to the Commodity Restrictions List in [this guide](#) or in the [Print and Shipping Counter Companion](#) for items considered Dangerous Goods.

Contact the **FedEx Dangerous Goods Hotline** at **800.463.3339** (*press 81, then 4*) if you are unsure if the package contents are considered Dangerous Goods or you observe possible Dangerous Goods labels.

Team members must always be on the lookout for indications of undeclared or hidden DG/ Hazmat.

What to Look for when Identifying a DG/Hazmat Package:

- ☐ Old labels or markings
- ☐ Omits unusual odors such as rotten eggs, paint, or gasoline
- ☐ Noises like sloshing or ticking, glass, or metal rattling
- ☐ Hot or cold packages that might indicate a chemical reaction, or dry ice
- ☐ Stains that might indicate frost, leaks or wet spots

If you suspect the package is undeclared/hidden DG/HazMat:

- ☐ **Verify contents with the customer and inform them you cannot accept the package**
 - ☐ The customer can contact **1.800.GO.FEDEX** to understand the requirements to ship DG/HazMat with FedEx
- ☐ **If the customer has left the store, first attempt to make contact, and let the customer know the package cannot be shipped**
 - ☐ If the customer cannot be reached, **contact 3E at 1.800.451.8346** for direction on proper disposal and/or pickup of the package
- ☐ **Refuse any HAL shipment with DG markings or labels¹**
 - ☐ If you find a HAL package with DG markings or labeling, contact the applicable Operating Company and request to have the package picked up immediately
 - ☐ If the station is unable to assist, contact **3E² at 1.800.451.8346**

Note¹: FedEx Office can accept **Ground HAL** shipments marked **Limited Quantity**. See [page 26](#) for details.

Note²: 3E handles spills, exposures and poisonings as indicated on the Phone Wrap. Refer to the [Safety Procedures Guide](#) for additional information.



How to Identify a Dangerous Goods Package *(continued)*

Limited Quantity Ground Hold at Location (GHAL) Acceptance

Limited Quantity shipments can be accepted as an inbound GHAL at all FedEx Office stores.

Note: Ammunition can only be accepted as an inbound GHAL shipment with the proper Limited Quantity label.

It is the team members' responsibility to ensure the following requirements are met before accepting the package:

- Limited Quantity shipments can only be accepted at FedEx Office as an inbound GHAL and must be labeled properly

- ☐ Packages will arrive with required labels

Note: Outbound shipping of a limited quantity is prohibited at FedEx Office, FedEx Express counter and FedEx drop boxes.

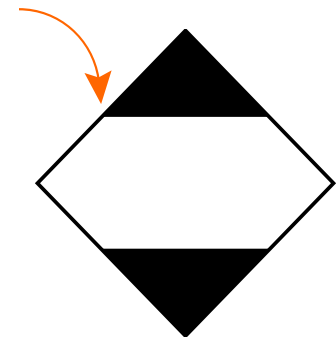
- ☐ Customers must call **800.GoFedEx** for a pickup

- Stores will process Limited Quantity GHAL the same as all other GHAL packages and stage following standard HAL SOP

Refuse any packages from the FedEx Ground driver if it is:

- ☐ Wet or leaking
- ☐ Emitting an unusual sound or odor such as rotten eggs, paint or gasoline
- ☐ Discolored
- ☐ Has other HazMat labels/symbols for outbound shipping

Note: Dangerous Goods are not accepted at FedEx Office stores; this process has not changed. Refer to the DG Decal for a list of symbols and classifications that are considered hazardous and not acceptable at FedEx Office stores. Memorizing every label is not required, but it's a good idea to be familiar with their general appearance.



Limited Quantity Shipping by Ground Transport



Contacts:

FedEx Dangerous Goods Hotline:

1.800.463.3339, option 81 then 4

Note: **Call 911** if you believe you are in immediate danger or have been exposed to a dangerous substance.

CS#: 621.OP12.001



General Firearms Guidelines

FedEx Office may accept pre-metered shipments of firearms when:

- Team members cannot perform a “sold” shipping transaction for customers shipping a firearm
- It is the customer's responsibility to have a Federal Firearms License (FFL), or be an employee of a federal, state or local government agency prior to shipping firearms via FedEx Express or Ground
 - ▶ Team members are **NOT** required to view or ask to see an FFL
- It is permissible to print a merchant return label presented via email/QR code/mobile barcode for a firearm shipment

NOTE: Federal, state or local government agencies are allowed to ship firearms following the same guidelines. If shipping with cash/check/credit card, refer the customer to the nearest FedEx Express station.



Prohibited Items

*The following items are **prohibited** from shipment:*

- ✗ Bump fire stocks and other rapid-fire trigger activators
- ✗ Ghost guns and other firearms not containing a serial number
- ✗ Any firearm or other weapon manufactured using a 3-D printing machine
- ✗ 3-D printing machines designed, or that function exclusively, to manufacture firearms

Definitions of Licensed Shippers

- Collector is a person who acquires, holds, displays or disposes of firearms or ammunition as curios or relics
- Dealer is a person or business that sells or repairs firearms
- Importer is a person or business that brings firearms or ammunition into the U.S. for sale or distribution
- Manufacturer is a person or business that makes firearms or ammunition for sale or distribution

Definitions of Firearms

- Handgun has a barrel less than 18" and designed to be handheld
 - ▶ **Handguns cannot be shipped using Ground service**
- Rifle, shotgun and long-arm has a barrel less than 26" and designed to be shot from the shoulder

Commodity Restrictions List: Firearms *(continued)*

Gun Parts — vs. — Disassembled Firearms

- **Gun parts may be shipped as a non-firearm shipment provided they do not constitute an entire gun**
 - ▶ This is different from disassembled guns
 - ▶ Firearms which have been disassembled must follow the same restrictions as assembled firearms

Gun Accessories

- **Dealers often ship holsters and other accessories**
 - ▶ These are not considered firearms and can be shipped and held without concern
- **Empty shell casings are not considered ammunition *(dangerous goods)* and may be shipped and held without regulation**

Inspecting Firearms Shipments

Team members must never open and inspect a firearm shipment. The only inspection allowed is an external inspection to ensure it meets the requirements outlined below.

When a firearms shipment is presented:

- 1) Ensure the outer box is sturdy and there is no movement heard inside when the box is shifted.
- 2) Ensure there are no marks or labels on the box identifying the item as a firearm.
- 3) Ensure the shipment conforms to the firearm guidelines shown above.
- 4) **Never accept ammunition for *outbound* shipping under any circumstances.**

Federal Firearms License (FFL)

On behalf of customer holding an **FFL** who enter into an approved **FedEx Firearms Shipping Compliance Agreement** and federal, state or local government agencies, FedEx Express and FedEx Ground will transport and deliver firearms, antique firearms and replica firearms, all as defined by the United States Gun Control Act of 1968, as well as muzzleloaders and black powder firearms (collectively "firearms").

FedEx Express

- **Merchants can use any available FedEx Express service for shipping firearms**
 - ▶ Team members are not required to determine the service being used when accepting the pre-metered shipments and are not to reject a shipment based on the transit time

FedEx Ground

- **FedEx Ground *will not accept* for transport handguns assembled or disassembled**



Commodity Restrictions List: Firearms *(continued)*

Team Member Responsibilities

Team members are responsible for knowing and following the guidelines for shipping firearms.

As a reminder, firearms:

- **Cannot be shipped with ammunition**
 - ▶ FedEx Office cannot accept shipments containing ammunition because this is classified as Dangerous Goods
- **Cannot be shipped to international destinations**
- **Cannot be shipped COD or Signature Release**
- **Cannot be shipped from an unlicensed individual to another unlicensed individual**
- **Must be packed in a sturdy outer box with sufficient cushioning material to protect the firearm and secure it from movement**
- **Team members cannot open/inspect a firearm shipment** *(See bottom of previous page)*
- **The outside of the package cannot be marked, labelled or otherwise identify the package contains a firearm**
- **The shipper must use DSR or ASR**
 - ▶ Firearms cannot be delivered with a release signature, driver release or indirect delivery
- **Firearms cannot be placed in an open or unsealed box**
- **Firearms cannot be accepted as a HAL at FedEx Office**
- **Firearm rules apply to all firearms regardless of the age of the weapon**
- **Law Enforcement officers are allowed to ship firearms**
- **BB, pellet, paint and other “air-powered” guns are not considered firearms**
- **Tasers are accepted in both the Express and Ground networks for domestic shipping only without restriction**
 - ▶ **FedEx Office cannot pack a Taser**
 - ▶ Tasers **cannot** be packed or shipped to any **International** destination



Perfume Acceptance

FedEx Office **can accept and ship limited quantities of perfume or cologne.**

This is for US origins and destinations only with no more than 70% Ethyl Alcohol.

Perfume and cologne **cannot be packed by FedEx Office** and must be appropriately packaged by the customer.

Package Acceptance

FedEx Office is able to accept and ship (*but not pack*) limited amounts of perfume and cologne products for transport provided they meet the following guidelines. This is for US origins and destinations only.

For perfume/cologne in an individual glass container:

- **Must not exceed eight (8) fluid ounces**
- **Must be packaged in a sturdy, outer package** (*Fiberboard, plastic box, etc.*)

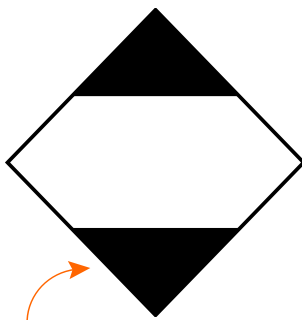
For perfume/cologne in an individual plastic container:

- **Must not exceed 16 fluid ounces**
- **Must be packaged in a sturdy, outer package** (*Fiberboard, plastic box, etc.*)

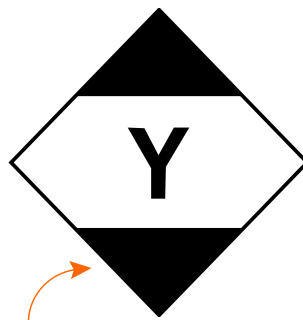
Note: No more than 192 oz. of perfume/cologne is allowed per shipment and **cannot be packaged in white FedEx packaging.**

Ethyl Alcohol – Very Important

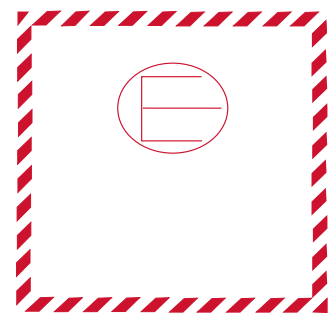
The outer packaging must not say “contains Ethyl Alcohol” or have these markings:



Indicates Limited Quantity
Shipping by **Ground** Transport



Indicates Limited Quantity
Shipping by **Air** Transport



Important! Do not accept items with the markings shown above when accepting OUTBOUND Express and Ground shipments!



Pharmaceuticals

The **shipper** is responsible for compliance with all applicable laws.

Packages containing pharmaceuticals **must not have labels, markings or other written notice that a pharmaceutical is contained within.**

Shipments of pharmaceuticals will only be accepted when tendered in accordance with applicable local, state, federal and international laws.





“I will make every FedEx experience outstanding.”



Operations Planning and Support October 2025

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