



Service Impact of COVID-19

Service Impact of COVID-19 Containment Measures in United States (as of March 24, 2020)

FedEx is an essential business

Due to the crucial role we play in moving supply chains and delivering critical relief, FedEx is considered an essential business and may continue to operate under state of emergency and shelter in place orders recently issued in the U.S.

We have been and will continue to operate to and from impacted areas as local conditions and restrictions allow. Our FedEx Office retail locations are also providing vital access points to our global network, hold locations for redirected shipments and urgent printing support for government agencies and customers. The safety and well-being of our 475,000 team members is our top priority as they continue to deliver critical goods and services to support communities across the globe.

Prior to shipping, please check to see if your recipient is open, as many commercial businesses are now closed. In the event a business is closed, we will follow our current operating procedures to attempt to complete delivery at a later time. If your business recipient is unable to receive a package at their normal business address, our Hold at Location option is available to over 14,000 locations including FedEx Office and Walgreens locations. Select Hold when preparing the shipment. We'll continue to evaluate our processes as this dynamic situation evolves. Please [visit this site](#) for more information on the FedEx response to COVID-19.

Global Suspension of Money Back Guarantee

The impact of COVID-19 is causing local, state, and national governments around the world to issue work and travel restrictions on a daily basis which are impacting our ability to meet our high standards of service.

As a result, we have made the decision to suspend our money-back guarantee for all FedEx Express, FedEx Ground, FedEx Freight and FedEx Office services effective immediately until further notice. Because FedEx is an essential transportation service provider, we will continue operating as government restrictions and regulations allow.

Signature Suspension Notification

To help promote the safety of our employees and customers, FedEx's Signature guidelines are being temporarily adjusted for all shipments within the United States, with the exception of Adult Signature Required (ASR) shipments. In efforts to minimize physical interactions, customers may be asked to verify recipient name in lieu of a physical signature. FedEx is still collecting recipient information; therefore, surcharges for these services will continue to be assessed. For shipments with the adult signature service option selected, couriers will still request a physical signature and require a government issued photo ID.

- 1 - Except Select Shipments for Relief Efforts
- 2 - Delays may occur due to increased volume

Service Impact of COVID-19 Containment Measures in China (as of March 24, 2020)

City	Pick Up and Delivery (International Express, TNT, and China Domestic Express)
Wuhan	Temporary Service Suspension (1)

Service Adjustments Related to COVID-19 Containment Measures for Shipments in APAC (Outside China) (as of March 24, 2020)

The transit time for select FedEx Express shipments from the below origins will be temporarily adjusted as per the table below.

Transit Time Extension:

Origins	Destinations	Affected Services	Commodities	Additional transit time (Business Days)
<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> Vietnam [shipments via Ho Chi Minh City gateway only] 	All FedEx Services	All Commodities	1
	<ul style="list-style-type: none"> Vietnam [shipments via Hanoi gateway only] 	All FedEx Services	All FedEx services, except for the following commodities:	1
			a) Shipments with dimensions over 150cm (height), or 100cm (width) or 280cm (length)	2
			b) Liquid or powder commodities	2
			c) Lithium battery	2
	<ul style="list-style-type: none"> Brunei Laos 		All Commodities	1
<ul style="list-style-type: none"> Philippines, except for: <ul style="list-style-type: none"> Outside coverage area locations (areas in Visayas and Mindanao) Cebu 			4	

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	<ul style="list-style-type: none"> Philippines [shipments to Cebu only] 			7
	<ul style="list-style-type: none"> Philippines [shipments to outside coverage area locations – areas in Visayas and Mindanao only] 			6
	Indonesia, except for: <ul style="list-style-type: none"> Balik Papan Batam Medan 	<ul style="list-style-type: none"> FedEx International Priority (IP) FedEx International Economy (IE) 	All Commodities	1
<ul style="list-style-type: none"> Hong Kong SAR 	<ul style="list-style-type: none"> U.S. Canada Latin America 	<ul style="list-style-type: none"> FedEx International Economy (IE) FedEx International Economy Freight (IEF) 		3
<ul style="list-style-type: none"> U.S. Canada Latin America 	<ul style="list-style-type: none"> Guam Palau Marshall Islands Micronesia Northern Mariana (Saipan) 	All FedEx Services	All Commodities	5
<ul style="list-style-type: none"> Singapore 	All regions, except for: <ul style="list-style-type: none"> North America South America 			1

Service Adjustments Related to COVID-19 Containment Measures for Shipments from APAC (China) (as of March 24, 2020)

The transit time for select FedEx Express shipments from the below origins will be temporarily adjusted as per the table below.

Temporary Service Suspension:

Origins	Destination	Affected Services	Affected Shipments	Service Impact
<ul style="list-style-type: none"> Eastern China 	<ul style="list-style-type: none"> U.S. Latin America Canada 	<ul style="list-style-type: none"> FedEx International Economy (IE) FedEx International Economy DirectDistribution (IED) 	Temporary service suspension of all bookable shipments above 300kg each	Temporary service suspension

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		<ul style="list-style-type: none"> FedEx International Economy Freight (IEF) 	Temporary service suspension of all bookable shipments	
<ul style="list-style-type: none"> Northern China Southern China 		<ul style="list-style-type: none"> FedEx International Economy Freight (IEF) 	Temporary service suspension of all bookable shipments	

Transit Time Extension:

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> China [Shipments to Shanghai city only] 	<ul style="list-style-type: none"> All FedEx Services 	Delivery commitment will be changed to 1800hr
<ul style="list-style-type: none"> China / Hong Kong 	<ul style="list-style-type: none"> U.S. 	<ul style="list-style-type: none"> FedEx International Economy (IE) FedEx International Economy Freight (IEF) 	3

Service Adjustments Related to COVID-19 Containment Measures for Shipments in Europe (as of March 24, 2020)

The transit time for select FedEx Express shipments from the below origins will be temporarily adjusted as per the table below.

Temporary Service Suspension:

Origins	Destination	Affected Services	Affected Shipments	Service Impact
<ul style="list-style-type: none"> Europe 	<ul style="list-style-type: none"> U.S. Canada Latin America 	<ul style="list-style-type: none"> FedEx International Economy (IE) 	Total International Economy Shipments should not exceed 1000kg max volume per customer per day (actual weight)	<ul style="list-style-type: none"> Temporary service disruption
<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> Italy Spain France Turkey Latvia Greece Cyprus Norway Bulgaria 	All Services		
	<ul style="list-style-type: none"> Ukraine Lithuania Azerbaijan Armenia 			

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	<ul style="list-style-type: none"> Georgia Republic of Moldova Montenegro Macedonia Serbia Malta Albania Bosnia Herzegovina Croatia 	<ul style="list-style-type: none"> FedEx International Priority (IP) 	All Shipments	<ul style="list-style-type: none"> Temporary service disruption – delays to be expected
<ul style="list-style-type: none"> Italy Spain France Turkey Latvia Greece Cyprus Norway Bulgaria 	<ul style="list-style-type: none"> Worldwide 	All Services		
<ul style="list-style-type: none"> Lithuania Montenegro Macedonia Malta Serbia Albania Bosnia Herzegovina Croatia 		<ul style="list-style-type: none"> FedEx International Priority (IP) 		

Service Adjustments Related to COVID-19 Containment Measures for Shipments in MEISA (Middle East, India, Saudi Arabia)

(as of March 24, 2020)

The transit time for select FedEx Express shipments from the below origins will be temporarily adjusted as per the table below.

Temporary Service Suspension:

Origins	Destination	Affected Services	Affected Shipments	Service Impact
<ul style="list-style-type: none"> Burkina Faso Democratic Rep. of Congo Equatorial Guinea Gambia Guinea India 	<ul style="list-style-type: none"> Worldwide 			

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<ul style="list-style-type: none"> • Liberia • Mali • Mauritius • Niger • Rwanda 		All Services	All Commodities	Temporary service suspension
<ul style="list-style-type: none"> • Worldwide 	<ul style="list-style-type: none"> • Burkina Faso • Democratic Rep. of Congo • Equatorial Guinea • Gambia • Guinea • India • Liberia • Mali • Mauritius • Niger • Rwanda 			

Transit Time Extension:

(Outbound)

Origins	Destination	Affected Services	Additional Transit Time (Business Days)	
<ul style="list-style-type: none"> • Iraq 	<ul style="list-style-type: none"> • Worldwide 	All Services	up to 5	
<ul style="list-style-type: none"> • Kyrgyzstan • Saudi Arabia • Eritrea • Ivory Coast • Mauritania • Nigeria 			up to 4	
<ul style="list-style-type: none"> • Algeria • Egypt • Jordan • Djibouti • Kenya • Mozambique 			up to 3	
<ul style="list-style-type: none"> • Kuwait • Uzbekistan • Senegal • Zimbabwe • Angola • Ghana • Madagascar 			up to 2	
<ul style="list-style-type: none"> • Morocco • Pakistan (Sialkot/Lahore) 			1	
<ul style="list-style-type: none"> • Zambia 			<ul style="list-style-type: none"> • APAC • Europe • LAC • U.S. 	1

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(Inbound)

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
<ul style="list-style-type: none">• Canada• U.S.• LAC	<ul style="list-style-type: none">• MEISA	<ul style="list-style-type: none">• FedEx International Priority (IP)• FedEx International Priority Freight (IPF)• FedEx International Priority Direct Distribution (IPD)	1
		<ul style="list-style-type: none">• FedEx International Economy (IE)• FedEx International Economy Freight (IEF)• FedEx International Economy Direct Distribution (IED)	2
<ul style="list-style-type: none">• Worldwide	<ul style="list-style-type: none">• Iraq	All Services	up to 5
	<ul style="list-style-type: none">• Kyrgyzstan• Saudi Arabia• Eritrea• Ivory Coast• Nigeria• Mauritania		up to 4
	<ul style="list-style-type: none">• Algeria• Egypt• Jordan• Djibouti• Mozambique• Kenya		up to 3
	<ul style="list-style-type: none">• Kuwait• Uzbekistan• Ghana• Senegal• Zimbabwe• Madagascar• Angola		up to 2
	<ul style="list-style-type: none">• Morocco		1
<ul style="list-style-type: none">• APAC• Europe• U.S.	<ul style="list-style-type: none">• Pakistan (Karachi)		1

FOR ADDITIONAL INFORMATION

- Visit [fedex.com](https://www.fedex.com) for additional service updates.
- Use [fedex.com](https://www.fedex.com) or [tnt.com](https://www.tnt.com) to check the status of your shipments.

- 1 - Except Select Shipments for Relief Efforts
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