When you choose FedEx SmartPost® Returns, simply include a prepaid shipping label in your shipment along with return instructions to guide your customer about tendering return package via both USPS® and FedEx. Refer to the suggested instructions below for guidance when creating your customer-facing materials.

Suggested return instructions for your customers

Important: *Return label is for one time use only. Do not photocopy or alter the size of the label.*

1. Place your item in a sturdy box and seal it with tape. Use the original packaging, if possible.

2. Securely attach label to the largest side of the package. When you use the label provided, shipping charges are prepaid.

Note: If your label is self-adhesive, you may want to add “remove label from backing.” Also, you may want to be more specific on how the label is provided, e.g., enclosed, printed from the website.

3. Remove, completely cover or mark through the original shipping label.

4. Ship your package by:

    a. Placing it in your mailbox or USPS collection box.

    Note: Packages larger than 2 ½ inches by 11 ½ inches x 12 ½ inches will not fit in collection boxes. If your shipments are typically larger than that, you may want to drop this section from the list.

    b. Dropping it off at any Post Office™. To find the Post Office closest to you, call 1.800.ASK.USPS (1.800.275.8777) or go to http://www.usps.com and click on Locate a Post Office.

    c. Giving it to your USPS carrier.

    d. Requesting a pickup for the next day from your USPS carrier at http://www.usps.com/pickup.

    e. Dropping it off at a staffed FedEx Office, FedEx World Service Center® or FedEx Authorized ShipCenter® location or including it with your regular scheduled FedEx Ground® pickup.

5. Keep a copy of the shipping label for your reference.

6. Keep a copy of your Return Tracking Number (## #### #### #### #### ##) for your records.

Note: The FedEx tracking number contains 20 digits, starting with “023” for Intelligent Mail package barcode (IMpb) barcodes or “58” for non-IMpb barcodes

7. Go to fedex.com to track the status of your shipment

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