



FedEx® Global Returns

Choosing your return type

When processing your international return package with a FedEx electronic shipping solution, you'll need to provide a reason for that return for customs clearance purposes — on both the outbound and the return shipment. Select the correct return reason from the table below. Choosing one of these options in the drop-down menu will aid customs in processing paperwork and will help you reclaim duties and taxes.

Outbound Shipment: What's the reason for including a return label?	Associated Return Shipment: What's the reason for the return?	When is this used?
Courtesy Return Label	Rejected Merchandise	When you're including a return label for your customer, but don't expect returns.
For Exhibition/Trade Show	Exhibition/Trade Show Returns	When the goods you're shipping are for a show, exhibition, trade show, or event.
Item for Loan	Return of Loaned Item	When the goods you're shipping are for temporary use and will be returned to you in an unaltered state.
Items for Use in a Trial	Trial Returns	When the goods you're shipping are for a trial and will be returned to you.
Replacement	Faulty Item Being Sent	When you're shipping a replacement item in advance of receiving a faulty item back.
Temporary Export — Other	Return — Other	When none of the other reasons listed apply. You will have the ability to state your exact reason for the return.
For Repair/Processing	Repair/Processing Returns	When the goods you're shipping will be either repaired or otherwise processed before being returned to you. Processing may include modification, incorporation, or treatment of some kind.
Following Repair/Processing	N/A	When the recipient previously sent you the item for repair, but not via FedEx.



More info

- Contact your FedEx account executive
- Go to [fedex.com/globalreturns](https://www.fedex.com/globalreturns)
- Call **1.800.GoFedEx 1.800.463.3339**