

# FedEx Service Guide

Canadian Edition

Effective June 25, 2018

- ▶ Services
- ▶ Terms & Conditions: FedEx Express
- ▶ Terms & Conditions: FedEx Ground



This FedEx Service Guide, Canadian Edition, includes Part 1 — FedEx Express and FedEx Ground Guide to Services and Terms and Conditions, effective June 25, 2018, and Part 2 — FedEx Express Rates and FedEx Ground Rates, effective January 1, 2018, and any amendments thereto. Please note that all amendments to this FedEx Service Guide will be posted at [fedex.ca/amendments](https://www.fedex.ca/amendments).

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## How to Use This Guide

This interactive version of the FedEx Service Guide is designed to help you quickly find the information and FedEx® shipping tools that you need. Use your cursor to select any purple, underlined text throughout the guide to link to more information on a particular topic, and resources at [fedex.ca](https://fedex.ca).\*

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\*For FedEx International Premium and FedEx International Express Freight Terms and Conditions, visit [fedex.ca](https://fedex.ca).



# Which services are right for me?



## SECTION 1 Our Services at a Glance

**FedEx Express®** services provide fast, reliable, time-definite delivery for envelopes and packages weighing up to 150 lbs. (68 kg) within Canada and to more than 220 countries and territories.

**FedEx Express® Freight** services provide reliable and time-definite delivery for your palletized freight weighing more than 150 lbs. (68 kg) and up to 2,200 lbs. (997 kg) per piece within Canada, to the U.S. and to more than 130 countries and territories.

**FedEx Ground®** services provide cost-effective day-definite delivery for packages weighing up to 150 lbs. (68 kg) within Canada and to the U.S.

**FedEx Freight® (LTL)** services provide reliable, day-definite delivery for your palletized less-than-truckload (LTL) freight shipments within Canada, cross-border U.S. and Mexico.

## SECTION 1: Our Services at a Glance | Which services are right for me?

Your Shipping Need (Delivery by)	FedEx Solution	Destination
<b>Intra-Canada Services*</b>		
• Within hours (depending on availability)	<a href="#">FedEx Next Flight*†</a>	Canada
• 10 a.m. next business day to most metropolitan areas	<a href="#">FedEx First Overnight®</a>	Canada
• Morning, next business day to most metropolitan areas • 2 to 3 business days to other areas	<a href="#">FedEx Priority Overnight®</a>	Canada
• Next business day by 5 p.m. to businesses and by 8 p.m. to residences in most metropolitan areas	<a href="#">FedEx Standard Overnight™</a>	Canada
• 1 to 2 business days by 5 p.m. to businesses and by 8 p.m. to residences in most metropolitan areas	<a href="#">FedEx 2Day®</a>	Canada
• 1 to 3 business days by 5 p.m. to businesses and by 8 p.m. to residences in most metropolitan areas	<a href="#">FedEx Economy®</a>	Canada
• 1 to 7 business days	<a href="#">FedEx Ground®</a>	Canada
<b>International Services*</b>		
• Within hours (depending on availability)	<a href="#">FedEx International Next Flight*†</a>	U.S., International
• 8 a.m. next business day to many locations in the U.S. • 9 a.m. second business day to select cities in Europe • 10 a.m. second business day to select cities in Latin America • 10 a.m. third business day to select cities in Asia and Australia	<a href="#">FedEx International First®</a>	U.S., Europe, Latin America, Asia & Australia
• 10:30 a.m. next business day to many locations in the U.S. • 1 to 3 business days to rest of world	<a href="#">FedEx International Priority®</a>	U.S., International
• Second business day by 4:30 p.m. to businesses and by 8 p.m. to residences in many locations in the U.S. • 2 to 5 business days to most major world markets	<a href="#">FedEx® International Economy</a>	U.S., International
• 2 to 7 business days	<a href="#">FedEx International Ground™</a>	U.S.
• Overnight to 3 business days via FedEx Express for break-bulk shipments • 1 to 5 business days via FedEx Ground for break-bulk shipments	<a href="#">FedEx® International DirectDistribution Surface Solutions</a>	U.S., including Alaska & Hawaii
• 2 to 4 business days to select locations for break-bulk shipments	<a href="#">FedEx International Priority DirectDistribution®*</a>	U.S. & select international destinations
<b>FedEx Express® Freight Services*</b>		
• 5 p.m. next business day to most locations	<a href="#">FedEx 1Day® Freight</a>	Canada
• 1 to 3 business days to most locations	<a href="#">FedEx® International Priority Freight</a>	U.S., International
• 2 to 5 business days to most locations	<a href="#">FedEx® International Economy Freight</a>	U.S., International
• 1 to 3 business days (depending on availability)	<a href="#">FedEx International Premium™</a>	U.S. & select international destinations
• 2 to 3 business days (depending on origin, destination and availability)	<a href="#">FedEx® International Express Freight</a>	U.S., International
• 2 to 4 business days for break-bulk shipments	<a href="#">FedEx International Priority DirectDistribution® Freight</a>	U.S.
<b>FedEx Freight® (LTL) Services**</b>		
• Time-sensitive delivery	<a href="#">FedEx Freight Priority®</a>	Canada, Cross-border U.S. & Mexico
• Economical delivery	<a href="#">FedEx Freight Economy®</a>	Cross-border U.S.

\*Some restrictions apply. See the [Terms and Conditions](#) section of this FedEx Service Guide and visit [fedex.ca](https://fedex.ca) for details.

\*\*All less-than-truckload services are subject to the Terms and Conditions of the [FedEx Freight® 100 Series Rules Tariff](#).

†Please call 1.866.2Ship.NF 1.866.274.4763 for weight and dimensional requirements applicable to FedEx Next Flight and FedEx International Next Flight packages.





# SECTION 2

## Additional Service Options

Your shipping needs are as unique as your business. That’s why we offer an extensive array of value-added and specialized options.

### Ancillary Clearance Services

Your Shipping Need	Our Solution
Ancillary Clearance Services (FedEx Express)	<p><b>FedEx Express</b></p> <p>In addition to the customs clearance services that are included at no extra charge with FedEx Express international services, the following ancillary services have been designed to provide you with customs solutions and processing efficiencies by speeding up the clearance time and reducing delivery time. These services will appear on your duty and tax invoice. For more information, please visit <a href="https://fedex.ca/ancillary">fedex.ca/ancillary</a> or call 1.800.GoFedEx 1.800.463.3339.*</p>
	<p><b>Account Security Processing</b> You can obtain an account security number from the Canada Border Services Agency (CBSA). This allows you to have a direct billing and payment relationship with the CBSA for duties and taxes and enables them to send a summary, outlining duties and taxes, directly to the importer of record.</p>
	<p><b>Additional Lines of Classification</b> FedEx customs clearance is included at no extra charge with FedEx Express international services for shipments that have up to 5 harmonized tariff classification lines. A fee will be assessed on shipments processed through customs that require more than 5 harmonized tariff classification lines per entry to clear the goods.</p>
	<p><b>Business Number</b> A business number is required in order to import into Canada and is obtained from the CBSA for the purpose of business identification. Upon request, FedEx will obtain a business number on behalf of new importers.</p>

\*Some restrictions apply. Additional charges may apply. For details, see the [Terms and Conditions](#) section of this FedEx Service Guide, visit [fedex.ca/ancillary](https://fedex.ca/ancillary) or call 1.800.GoFedEx 1.800.463.3339.

## Ancillary Clearance Services continued

### Your Shipping Need

### Our Solution

Ancillary Clearance Services (FedEx Express) continued

**Government Agency Processing Service** When FedEx is the designated broker, a fee will be charged for the clearance of regulated and controlled goods that require specific clearance processes.

**Low-Value Document Exceptions** This will provide the importer with information related to the shipment. A fee will apply to all requests for copies of low-value shipment (LVS) back-up documents.

**Low-Value Entry Exceptions** Low-value shipments are valued under CAD\$2,500. Under CBSA regulations, low-value shipments are provisionally released. However, a formal customs release may be requested for a low-value shipment prior to delivery.

Ancillary Clearance Services (FedEx Ground)

### FedEx Ground

If you accept Brokerage-Inclusive Service for your FedEx International Ground™ shipment, in addition to the customs clearance services arranged by FedEx Ground, the following ancillary services are also available. These services will appear on your duty and tax invoice. For more information, please see the FedEx Ground Rate Guide at [fedex.ca/rates](https://fedex.ca/rates) or call 1.800.GoFedEx 1.800.463.3339\*.

**Additional Lines of Classification** A fee will be assessed on FedEx International Ground™ shipments processed through customs that require more than 5 harmonized tariff classification lines per entry to clear the goods.

**Government Agency Processing Service** A fee will be charged for information forwarded in paper format to any government agency other than the CBSA when the Brokerage-Inclusive Service is accepted. This fee will not apply if/when FedEx has internal system outages.

## Service Options

### Your Shipping Need

### Our Solution

Pickup and Delivery Options

**Pickup Service** You can schedule a FedEx Express pickup for the same day\*\* or next business day and FedEx Ground pickups can be scheduled for the next business day or up to 10 business days in advance. Customers who ship above the minimum thresholds may arrange a regular-scheduled pickup.\*\*\*

**Hold at FedEx Location (FedEx Express)** Select this option if you want your eligible packages held for pickup at an eligible participating FedEx location. It's a secure and convenient way to ensure that your shipment arrives when and where your recipient needs it. To choose this option, specify the Hold at FedEx Location service when you complete your shipment documentation.\*\*\*

**FedEx Ground® Alternate Address Pickup** When you need the flexibility and convenience of scheduling a pickup from a location other than the one associated with your FedEx Ground account.\*\*\*

[Continued](#)

\*Some restrictions apply. Additional charges may apply. For details, see the [Terms and Conditions](#) section of this FedEx Service Guide, visit [fedex.ca/ancillary](https://fedex.ca/ancillary) or call 1.800.GoFedEx 1.800.463.3339.

\*\*If you request it before the cut-off time in your area and all shipments are ready when the courier arrives.

\*\*\*Some restrictions apply. Additional charges may apply. For details, see the [Terms and Conditions](#) section of this FedEx Service Guide, visit [fedex.ca/rates](https://fedex.ca/rates) or call 1.800.GoFedEx 1.800.463.3339.

### Your Shipping Need

### Our Solution

#### Pickup and Delivery Options continued

**FedEx® Delivery Signature Options** You'll be able to add an extra layer of security and get peace of mind when you choose one of these [delivery signature options](#)\* for your eligible FedEx Express and FedEx Ground shipments:

**No Signature Required** FedEx may release the package without anyone present. This option may not be available for all shipments or to all destinations.

**Indirect Signature Required** FedEx may release the package in one of the following three ways (not available to non-residential addresses):

1. Obtain a signature from someone at the delivery address.
2. Acquire a signature from a neighbour, building manager or someone at a neighbouring address.
3. Gain authorization from the recipient to release the package without anyone present (where available).

**Direct Signature Required** FedEx will obtain a signature from someone at the delivery address. If no one is at the delivery address, FedEx may attempt delivery.

**Adult Signature Required** FedEx will obtain a signature from someone at the delivery address who is at least the age of majority.

- For deliveries within Canada, FedEx will obtain a signature from someone 19 years or older at the delivery address.
- If an eligible recipient is not available at the address, FedEx may attempt delivery.
- Government-issued photo identification is required.

**Saturday Service (FedEx Express)** Available in the majority of Canadian cities.\*\* A special handling fee applies to Saturday pickup and delivery.

#### Collect on Delivery Payment

**FedEx Ground® Collect on Delivery (C.O.D.)** Helps take the financial risk out of doing business with new customers by combining shipping and payment into one simple transaction.

You can have FedEx Ground collect payment for you when the package is delivered within Canada or to the U.S. The payment is remitted to you in Canadian currency for intra-Canada packages and in U.S. currency for cross-border packages.

When shipping with FedEx Ground C.O.D., you can choose between three customer payment options:

- Currency C.O.D. for a cash payment.
- Guaranteed funds C.O.D. for payment by certified cheque, money order or cashier's cheque.
- Standard C.O.D. for payment by company or personal cheque, money order, cashier's cheque or certified cheque.\*\*

#### Proof of Delivery (P.O.D.)

**FedEx Proof of Delivery** Get confirmation that your package was delivered — including the date, time and recipient's signature. Included on your invoice at no extra charge.

#### Return Services

**FedEx® Global Returns** We'll provide you with the control and flexibility to manage your customers' returns within Canada and internationally. You'll get complete and continuous visibility of your shipments, so you know what is being returned, where it will be delivered and when it will arrive, or simply if it hasn't yet been returned. For more information, visit [fedex.ca/globalreturns](https://fedex.ca/globalreturns).

\*Fees may apply. All options may not be available for all shipments or destinations. See the [Terms and Conditions](#) section of this FedEx Service Guide for details.

\*\*Some restrictions apply. Additional charges may apply. For details see the [Terms and Conditions](#) section of this FedEx Service Guide, visit [fedex.ca/rates](https://fedex.ca/rates) or call 1.800.GoFedEx 1.800.463.3339.

## Your Shipping Need

## Our Solution

## Return Services continued

**FedEx Ground® Call Tag (Intra-Canada only)** Use FedEx Ground Call Tags when you have to recall an occasional package delivered by FedEx Ground within Canada.\* At your request, a FedEx Ground driver will pick up your return packages at a location that you specify. You can schedule a pickup for the next business day.\*

**FedEx Ground Package Returns Program (PRP)** A convenient solution for shippers who receive a high volume of returns in Canada and the U.S.

FedEx provides you with preprinted FedEx Ground PRP labels containing your return address information. These labels can be included with your original shipment or provided separately to your customers.

When your customers return a package, they can prepare it for shipping, complete the 'From' section on the label, affix it to the package, and then schedule a next-business-day pickup or drop off the package at the nearest FedEx shipping location. The complete processing instructions are printed on the back of each label. Please note that international returns require supporting customs documentation.

For PRP packages from the U.S., you are responsible for the freight charges, duties, taxes and brokerage fees.\*

## Special Handling Services

**Dangerous Goods (FedEx Express)** FedEx is one of the largest carriers of dangerous goods worldwide. Dangerous goods must be tendered to FedEx Express in accordance with current International Air Transport Association (IATA) regulations for transport, all other national and international regulations, and the FedEx Express Terms and Conditions section of this FedEx Service Guide. This is required regardless of how the shipment is routed and whether it is physically moved by our transportation network or in combination with any third party.\*

For further information regarding requirements for shipping dangerous goods, please visit [fedex.ca/dg](https://fedex.ca/dg), call FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 and say "dangerous goods".\*

**FedEx International Broker Select (FedEx Express)** Combine our speed and reliability with the specialized expertise of your customs broker — just provide your broker's contact information on your shipping documentation.\* Shipments will be routed to a FedEx facility that has been customs-approved for holding in-bond shipments (we do not advance or bill duties and taxes).

FedEx will tender your shipment to your broker and, at your request, resume delivery to the final destination.† For added flexibility, you may list an unlimited number of commodities per air waybill.\*

**FedEx International Ground™ Brokerage-Inclusive Service** FedEx Ground can arrange for customs clearance in respect of FedEx International Ground shipments to the U.S., with delivery supported by the FedEx Money-Back Guarantee.†† FedEx will facilitate the clearance of your FedEx International Ground packages into the U.S. When FedEx Ground arranges customs clearance services, a Clearance Entry Fee may be charged, which will be reflected on the applicable duty and tax invoice.†

\*Some restrictions apply. Additional charges may apply. For details see the [Terms and Conditions](#) section of this FedEx Service Guide, visit [fedex.ca/rates](https://fedex.ca/rates) or call 1.800.GoFedEx 1.800.463.3339.

\*\*Some restrictions apply. For details, see the [Terms and Conditions](#) section of this FedEx Service Guide and visit [fedex.ca](https://fedex.ca). Brokerage-Inclusive Service is not available for FedEx Ground PRP.

†FedEx (or the broker selected by FedEx) reserves the right to clear the shipment if the broker cannot be determined or will not perform customs clearance or if complete broker information is not provided (including name, address, phone number and postal code).

††Some restrictions apply. For details on the FedEx Money-Back Guarantee, visit [fedex.ca/mbg](https://fedex.ca/mbg), see the [FedEx Ground Terms and Conditions](#) section of this FedEx Service Guide or call 1.800.GoFedEx 1.800.463.3339. When FedEx Ground arranges customs clearance services, a Clearance Entry Fee may be charged, which will be reflected in the applicable duty and tax invoice. Additional charges may apply. For details, see the [FedEx Ground Terms and Conditions](#) section and the FedEx Ground Rates section of this FedEx Service Guide.





## SECTION 3

# Maximum Weight and Dimensions

Learn about weight and dimensional requirements.

### **FedEx Express**

Weight: 150 lbs. (68 kg) or less  
Length: 108" (274 cm) or less  
Height: 62" or less  
Width: 62" or less  
Length and girth: 130" (330 cm)

Packages exceeding these measurements are freight shipments and require special arrangements.

### **FedEx Next Flight®** and **FedEx International Next Flight®**

Please call 1.866.2Ship.NF 1.866.274.4763 for weight and dimensional requirements.\*

### **FedEx Express® Freight**

Weight: Up to 2,200 lbs. (997 kg)\*  
Length: 119" (302 cm)  
Height: 70" (178 cm)  
Width: 80" (203 cm)  
Length and girth: 300" (762 cm)

### **FedEx Ground**

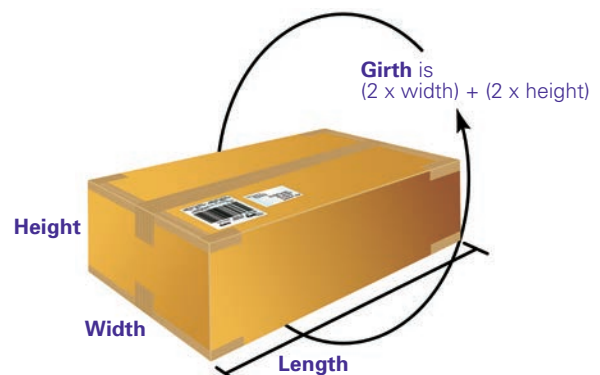
Weight: 150 lbs. (68 kg) or less  
Length: 108" (274.32 cm) or less  
Length and girth: 165" (419.1 cm)

### **Measuring Length and Girth**

The length and girth formula is simple. Here's what you do:

- Measure the length, height, and width of the package.
- Length and girth equals length plus twice the width and twice the height.

If the total dimension includes a fraction, a fraction of one-half or greater will be rounded up to the next whole number; less than one-half will be rounded down to the next whole number.



Length is the longest side of the package or object.

\*Single pieces of cargo weighing more than 150 lbs. (68 kg), which are tendered to FedEx without banding to a skid on all sides with heavy-duty metal or break-resistant plastic may be subject to inspection, delay and application of a surcharge.

## Determining Dimensional Weight for Your FedEx Express Package

*To determine if dimensional weight applies to your FedEx Express package, follow these steps:*

1. Dimensional-weight pricing is applicable on a per-package basis. To calculate the dimensional weight for your intra-Canada and international packages multiply the length by width by height of each package in inches and divide by 139 cubic inches per pound (if multiplied in centimetres divide by 5,000 cubic centimetres per kilogram). If the dimensional weight exceeds the actual weight, FedEx will assess charges based on the dimensional weight.
2. Round dimensions of one-half inch or greater to the next whole number; round dimensions less than one-half inch down. Round the final calculation to the next whole pound (if multiplying in centimetres, round dimensions that are a fraction of a centimetre to the next whole number and the final calculation to the next whole kilogram). This is the dimensional weight of your package. If this weight exceeds the actual weight, charges will be assessed based on the dimensional weight.
3. Compare the dimensional weight of your package to the actual weight using the same unit of measurement.
4. For rating purposes, billable dimensional weight is always converted to pounds.

## Determining Dimensional Weight for Your FedEx Ground Package

Dimensional weight is based on volume (the amount of space a package occupies in relation to its actual weight). If the dimensional weight of your FedEx Ground package exceeds the actual weight, you will be charged the dimensional weight. A package weighing 150 lbs. (68 kg) or less and measuring greater than 96 inches (243 cm) in length or 130 inches (330 cm) in combined length and girth will be classified by FedEx Ground as an "Oversize" package. Oversize packages will be rated based on the greater of the package's actual rounded weight or dimensional weight, subject to a 90-lb. (41 kg) minimum billable weight. In addition, an oversize charge will apply; see the [FedEx Ground Rate Guide](#). All packages must have a combined length and girth of no more than 165 inches (419 cm).

*To determine if dimensional weight applies to your FedEx Ground package, follow these steps:*

1. Dimensional-weight pricing is applicable on a per-package basis. To calculate the dimensional weight for your intra-Canada and U.S.-bound packages multiply the length by width by height of each package in inches and divide by 139 cubic inches per pound (if multiplied in centimetres divide by 5,000 centimetres per kilogram). If the dimensional weight exceeds the actual weight, charges may be assessed based on the dimensional weight.
2. Compare the dimensional weight of your package to the actual weight using the same unit of measurement.



## SECTION 4 Services

Whatever you are shipping, near or far, to clients or family, in a hurry or not — there is a service that is right for you.

Our services are supported by a money-back guarantee.\*

### Intra-Canada Services

#### **FedEx Next Flight®**

For critical shipments that require special attention and extra fast delivery across Canada. Delivery is available 24 hours a day, 365 days a year, including holidays.\*\* Delivery times may vary, depending on availability. Please note:

- Shipments may consist of more than one package.
- Commodity and International Air Transport Association (IATA) restrictions may apply.
- Dangerous goods cannot be shipped via this service.

For dimensional and weight requirements, please call 1.866.2Ship.NF 1.866.274.4763.

#### **FedEx First Overnight®**

Choose FedEx First Overnight for next-business-day delivery before 10 a.m. to most metropolitan areas for envelopes and packages up to 150 lbs. (68 kg)\*\* — so your recipient can get an early start to the day.

#### **FedEx Priority Overnight®**

Our most popular express service provides next-business-day, morning delivery to most metropolitan areas for envelopes and packages up to 150 lbs. (68 kg).\*\*

[Continued](#)

\*For details on the FedEx Money-Back Guarantee, visit [fedex.ca/mbg](https://fedex.ca/mbg), see the [Terms and Conditions](#) section of this FedEx Service Guide or call 1.800.GoFedEx 1.800.463.3339.

\*\*Some restrictions apply. For details, see the [Terms and Conditions](#) section of this FedEx Service Guide, visit [fedex.ca](https://fedex.ca) or call 1.800.GoFedEx 1.800.463.3339.



### **FedEx Standard Overnight™**

Choose FedEx Standard Overnight for next-business-day delivery by 5 p.m. to businesses and by 8 p.m. to residences in most metropolitan areas for envelopes and packages up to 150 lbs. (68 kg).\*

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### **FedEx 2Day®**

Choose FedEx 2Day for delivery in 1 to 2 business days by 5 p.m. to businesses and by 8 p.m. to residences in most metropolitan areas for envelopes and packages up to 150 lbs. (68 kg).\*

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### **FedEx Economy\*†**

Choose FedEx Economy for delivery in 1 to 3 business days by 5 p.m. to businesses and by 8 p.m. to residences in most metropolitan areas for envelopes and packages up to 150 lbs. (68 kg).\*

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### **FedEx Ground®**

Count on FedEx Ground when you need a reliable, cost-effective solution for packages that do not require the speed of express shipping\*. You can rely on FedEx Ground to provide day-definite delivery within 1 to 7 business days for packages up to 150 lbs. (68 kg).\*

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## **International Services**

### **FedEx International Next Flight®**

The fastest possible customs-cleared delivery of your shipments to major cities in more than 220 countries and territories. Delivery is available 24 hours a day, 365 days a year, including holidays.\*†† For dimensional and weight requirements, please call 1.866.2Ship.NF 1.866.274.4763.

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### **FedEx International First®**

Count on FedEx International First for customs-cleared, door-to-door, early-morning delivery of urgent packages up to 150 lbs. (68 kg) from most major centres in Canada to more than 90 U.S. markets, 11 European countries (Austria, Belgium, Denmark, France, Germany, Italy, Luxembourg, the Netherlands, Spain, Switzerland and the United Kingdom), Latin America, Asia, and Australia. Shipments are delivered by\*:

- 8 a.m. the next business day to many U.S. locations
- 10 a.m. the next business day to Latin America
- 9 a.m. the second business day to select cities in Europe
- 10 a.m. the third business day to select cities in Asia and Australia.

Import delivery to select Canadian postal codes from more than 80 countries in typically 1 to 5 business days by 10 a.m.\*\*

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### **FedEx International Priority®**

Our most popular international service provides customs-cleared, door-to-door delivery to more than 220 countries and territories. Packages up to 150 lbs. (68 kg) are delivered to many locations in the U.S. by 10:30 a.m. the next business day, to major cities in Europe by noon on the second business day, and in 1 to 3 business days to the rest of the world.\*

Import delivery to select Canadian postal codes from more than 220 countries and territories in typically 1 to 3 business days by 10:30 a.m., 12 p.m., 1:30 p.m. or 5 p.m.\*†††

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[Continued](#)

\*Some restrictions apply. For details, see the [Terms and Conditions](#) section of this FedEx Service Guide, visit [fedex.ca](http://fedex.ca) or call 1.800.GoFedEx 1.800.463.3339.

\*\*The terms and conditions of the country of origin apply to Canadian import shipments.

†FedEx® Box and FedEx® Tube should not be used with FedEx Economy service.

††Single pieces of cargo weighing more than 150 lbs. (68 kg), which are tendered to FedEx without banding to a skid on all sides with heavy duty metal or break resistant plastic are subject to inspection delay and application of a surcharge.

†††The 1:30 p.m. delivery commitment is only available to select areas.

### **FedEx® International Economy**

Trade time for savings. Count on FedEx International Economy service for cost-effective, customs-cleared, door-to-door delivery of packages to more than 220 countries and territories.\* Packages up to 150 lbs. (68 kg) are delivered to many locations in the U.S. by 4:30 p.m. to businesses and by 8 p.m. to residences on the second business day and in 2 to 5 business days to most major world markets.\*\*

Import delivery to select Canadian postal codes from more than 90 countries and territories in typically 2 to 5 business days by 5 p.m.\*\*\*

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### **FedEx International Ground™**

FedEx International Ground provides cost-effective, door-to-door delivery of packages up to 150 lbs. (68 kg) to the U.S., including Hawaii and Alaska, within 2 to 7 business days.\*\*

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### **FedEx® International DirectDistribution Surface Solutions**

Streamline your large shipments destined for distribution in the U.S. You can consolidate your shipments in Canada for simplified customs clearance at the border. Once your shipments enter the U.S., you will receive access to the full range of FedEx services in the U.S., including FedEx Express, FedEx Ground and FedEx Home Delivery. In addition, the FedEx Money-Back Guarantee is offered on all FedEx Express shipments and FedEx Ground shipments within the U.S.†

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### **FedEx International Priority DirectDistribution®**

We clear your consolidated shipment through customs as a single entry then deliver to individual recipients in the destination country. Delivery in typically 2 to 4 business days to more than 50 countries with a single point of clearance available for shipments destined to select European countries.\*\* Same size and weight restrictions as FedEx International Priority apply.\*\*

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## **FedEx Express® Freight Services††**

### **FedEx 1Day® Freight**

Count on FedEx 1Day Freight for urgent, next-business-day delivery within Canada by 5 p.m. for palletized freight weighing more than 150 lbs. (68 kg) and up to 2,200 lbs. (997 kg) per piece — supported by the FedEx Money-Back Guarantee.††

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### **FedEx® International Priority Freight**

FedEx International Priority Freight service provides time-definite, customs-cleared delivery for palletized freight weighing more than 150 lbs. (68 kg) and up to 2,200 lbs. (997 kg) per piece. Delivered to many locations in the U.S. by 10:30 a.m. next business day and to more than 130 countries and territories in 1 to 3 business days\*\* — supported by the FedEx Money-Back Guarantee.††

---

### **FedEx® International Economy Freight**

When you have more time, choose FedEx International Economy Freight service for cost-effective, time-definite, customs-cleared delivery for palletized freight weighing more than 150 lbs. (68 kg) and up to 2,200 lbs. (997 kg) per piece. Delivered to the U.S. typically by noon on the second business day and to more than 130 countries and territories in 2 to 5 business days\*\* — supported by the FedEx Money-Back Guarantee.††

[Continued](#)

\*FedEx 10kg Box and FedEx 25kg Box should not be used for FedEx International Economy service. FedEx Envelope and FedEx Pak rates are not available for FedEx International Economy service.

\*\*Some restrictions apply. For details, see the [Terms and Conditions](#) section of this FedEx Service Guide, visit [fedex.ca](http://fedex.ca) or call 1.800.GoFedEx 1.800.463.3339.

\*\*\*The terms and conditions of the country of origin apply to Canadian import shipments.

†For details on the FedEx Money-Back Guarantee for shipments within the U.S., see the FedEx Service Guide, U.S. Edition at [fedex.com](http://fedex.com).

††For details on the FedEx Money-Back Guarantee, visit [fedex.ca/mbg](http://fedex.ca/mbg) and see the [Terms and Conditions](#) section of this FedEx Service Guide.

### **FedEx International Premium™**

Time-definite, high-priority, airport-to-airport delivery in typically 1 to 3 business days to more than 30 countries\*. Ship virtually any size or commodity, including customs-controlled items, consolidated shipments and dangerous goods\*.

Customs clearance is handled by your own broker. Weight limit of 2,200 lbs. (997 kg) per piece, with unlimited shipment weight. Commodity and IATA restrictions may apply. Call 1.800.GoFedEx 1.800.463.3339 for further details.†

### **FedEx® International Express Freight**

Airport-to-airport delivery in 2 to 3 business days, depending on availability, to Asia, Europe, Australia, the Middle East, Latin America and the U.S. This service is for shipments of virtually any size or weight and can be used in conjunction with a freight forwarder, broker or agent of your choice.\*†

### **FedEx International Priority DirectDistribution® Freight**

We clear your consolidated freight shipment through customs as a single entry then deliver to individual recipients in the U.S. Delivery in typically 2 to 4 business days\*. Same size and weight restrictions as FedEx International Priority Freight\*. Piece count verification and appointment delivery options available.††

Advance booking of space is required for all FedEx Express freight services. Please visit [fedex.ca](https://fedex.ca) or call 1.800.GoFedEx 1.800.463.3339 for further details.

## **FedEx Express Freight Shipping and Service Options at a Glance**

Service	Shipping Options			
	Door-to-Door (DTD)	Door-to-Airport (DTA)	Airport-to-Door (ATD)	Airport-to-Airport (ATA)
FedEx 1Day® Freight	●	●	●	●
FedEx® International Priority Freight	●	●	●	●
FedEx® International Economy Freight	●	●	●	●
FedEx International Premium™				●
FedEx® International Express Freight				●
FedEx International Priority DirectDistribution® Freight	●			

Service	Shipping Options	
	Dangerous Goods (DG)	FedEx Express® International Broker Select
FedEx 1Day Freight	●	N/A
FedEx International Priority Freight	●	●
FedEx International Economy Freight		●
FedEx International Premium	●	●
FedEx International Express Freight	●	●
FedEx International Priority DirectDistribution Freight	Inaccessible DG Only	

[Continued](#)

\*Some restrictions apply. For details, see the [Terms and Conditions](#) section of this FedEx Service Guide, visit [fedex.ca](https://fedex.ca) for details or call 1.800.GoFedEx 1.800.463.3339.

†Some restrictions apply. See FedEx International Premium and FedEx International Express Freight Terms and Conditions at [fedex.ca](https://fedex.ca) for details.

††Single pieces of cargo weighing more than 150 lbs. (68 kg), which are tendered to FedEx without banding to a skid on all sides with heavy duty metal or break resistant plastic are subject to inspection delay and application of a surcharge.



## Less-Than-Truckload (LTL) Freight Services\*

### **FedEx Freight Priority®**

FedEx Freight Priority will take your business farther, faster. You can ship your time-sensitive freight across Canada and cross-border U.S. and Mexico.

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### **FedEx Freight Economy®**

When you have more time in your schedule and need a cost-effective delivery option for your cross-border U.S. shipping, we've got you covered with FedEx Freight Economy.

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### **FedEx Freight® A.M. Delivery\*\***

Get an early start by having your shipments arrive at the beginning of the business day. Early delivery by 10:30 a.m. on the standard delivery date means:

- Meeting time-sensitive business needs
  - Improved inventory management
  - Increased productivity and efficiency
- 

### **Custom Delivery**

Want more control over when your shipments arrive at their destinations? Customize the arrival of your shipments by selecting one of the following options:\*\*\*

- Delivery on a specific date
  - Delivery before a specific date
  - Delivery between two dates
  - Delivery after a specific date
- 

\*All less-than-truckload services are subject to the Terms and Conditions of the [FedEx Freight 100 Series Rules Tariff](#).

\*\*A fee applies. All services are subject to the Terms and Conditions of the [FedEx Freight 100 Series Rules Tariff](#).

\*\*\*Selected [custom delivery](#) dates must be on or after the standard delivery date.



## SECTION 5

# How to Prepare Your Shipment

Learn to pack like a pro.

At FedEx, we know proper packaging can help ensure that your shipments arrive intact. So we offer general packaging guidelines — from measuring and weighing your package, to packing methods, sealing and labelling instructions, and guidelines for restricted shipments.

### FedEx Express and FedEx Ground Packing Guidelines

#### General Packaging Guidelines

- Use FedEx Express packaging for FedEx Express package shipments only; any other use is prohibited.
- You may use your own packaging if boxes are sturdy and undamaged with all flaps intact.
- Chipboard boxes, such as gift or shoe boxes, must be packed into a corrugated outer box.
- Use double-wall boxes for heavier items.
- Place small packages inside a larger outer box. For express shipments smaller than 7" x 4" x 2" (18 cm x 10 cm x 5 cm), use a FedEx Express packaging option.
- Double-box fragile items with 3" (8 cm) of cushioning in and around the smaller box.
- Wrap items individually with cushioning material and centre them in cartons away from other items and away from the sides, corners, top and bottom of the box.
- Position bottles that contain liquids upright. Use an inner seal and perforated breakaway cap. The inner packaging must be able to contain leaks.
- Place items that might be damaged by normal handling, such as soiling, marking or application of adhesive labels, in a protective outer box.
- For odd- or irregular-shaped items, at a minimum you should wrap and tape all sharp edges or protrusions.
- Enclose an extra label, business card or letterhead with the shipper's address and phone number and the recipient's address and phone number inside the package before sealing it.
- Remove all old address labels from reused boxes before shipping, and make sure there are no holes, tears or corner dents in the outer box.

## General Packing Methods

Follow these general guidelines for the two most popular packing methods, plus recommendations for odd or irregular-shaped shipments.

### Single-Box Packing Method

- Ship nonfragile products like soft goods inside a sturdy outer box.
- Use fillers like crumpled newspaper, loosefill peanuts or air-cellular cushioning material such as Bubble Wrap® to fill void spaces and prevent movement of goods inside the box during shipping.
- Place goods that might be affected by dirt, water or wet conditions inside a plastic bag.
- Consolidate small parts or spillable granular products in a strong sealed container, such as a burlap or siftproof plastic bag, then package in a sturdy outer box.
- Use the H taping method for [sealing your package](#).

### Box-in-Box Packing Method

- Wrap product(s) individually with at least 2" (5 cm) thickness of air-cellular cushioning or foam material to fit snugly inside a corrugated box.
- Restrict product movement inside the box using filler like crumpled newspaper, loosefill peanuts or other cushioning material.
- Close and tape the inner box using the H taping method. This will help prevent accidental opening.
- Use a second box that is at least 6" (15 cm) longer, wider and deeper than the inner box.
- Choose the wrap or fill method to cushion the inner box inside the larger sturdy outer box.
- Ship fragile products individually, wrapping them in a minimum 3" (8 cm) thickness of air-cellular cushioning material.
- Wrap the inner box with 3" (8 cm) thickness of air-cellular cushioning material or use at least 3" (8 cm) of loosefill peanuts or other cushioning material to fill the spaces between the inner box and outer box on the top, bottom and all sides.
- Fill any void spaces with more cushioning material.
- Use the H taping method for [sealing your package](#).

## Sealing Your Package

- Use pressure-sensitive plastic tape, water-activated paper tape (minimum 60-lb. [27-kg] grade) or water-activated reinforced tape that is at least 2" (5 cm) wide.
- Apply tape evenly across flaps and seams to both the top and bottom of the outer box. Use the H taping method.
- Do not use cellophane tape, duct tape, masking tape, string or rope to seal packages.

## Addressing and Labelling Your Package

- Place delivery information inside and outside the package. Include an address for your recipient and yourself.
- Do not list a P.O. box address for U.S. recipients. FedEx Express can ship to a P.O. box in certain international locations, including Puerto Rico, but you must provide a valid telephone, fax or telex number. FedEx Ground can ship to a P.O. box within Canada, but you must provide a valid telephone number.
- Remove or cross out any old address labels on the outer box.
- Package labels and packing slips should be applied facing the same direction on the same side of the package.
- Avoid wrapping labels around the corner or directly on the edge or seam of the package.
- Place shipping labels on the package's largest surface. While we cannot ensure compliance with markings such as "Up" arrows or "This End Up," properly placing the shipping label increases your chance for the preferred orientation.
- To avoid scanning issues, do not apply tape over the shipping label.
- Use tie-on tags on transit cases (including trade show display cases), golf bags, skis and luggage.

### Single Box With Wrapped Item

Product wrapped in a minimum 3" (8 cm) thickness of cushioning material



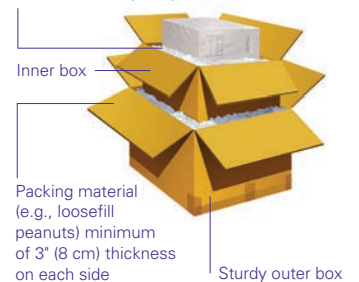
### Single Box Filled With Loosefill Peanuts

Nonfragile product with cushioning to prevent movement



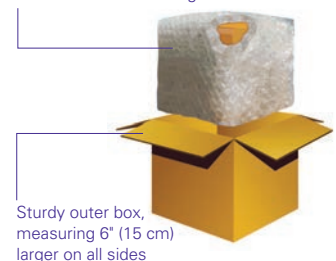
### Box in Box With Loosefill Peanuts

Packing material (e.g., loosefill peanuts) minimum of 2" (5 cm) thickness on each side



### Box in Box With Air Cellular Cushioning

Smaller inner box wrapped in 3" (8 cm) of air-cellular cushioning material



### Sealing Your Package

H taping method



### Addressing and Labelling Your Package

Use applicable routing label, air waybill or address label





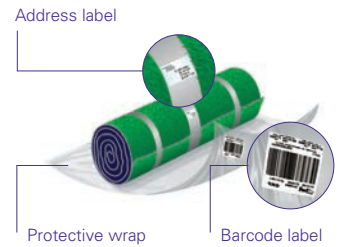
## Packaging Specialty Shipments\*

The guidelines for packaging specialty items contain specific packing, sealing, labelling and testing instructions. You'll find specific guidelines for those products at [fedex.ca/packaging](https://fedex.ca/packaging). Recommendations for items that don't require such specific guidelines follow.

### General Guidelines for Unique Items

- **Artwork.** Apply masking tape in a criss-cross pattern on the glass surface to prevent glass from splintering.
- **Photos and Posterboard.** Tape flat items onto a rigid material like plywood, plastic or layers of fiberboard padding; as an alternative, place printed material between pieces of corrugated pad and tape both pads together at all seams.
- **Undeveloped Film.** Prominently mark packages containing undeveloped film. For more information, ask your FedEx Express courier or call 1.800.GoFedEx 1.800.463.3339.
- **Stringed Musical Instruments.** Loosen the tension on the strings to remove the stress on the neck of the instrument. Place the instrument in a strong box with cushioning materials to prevent damage.
- **Printed Matter.** Bundle printed material together to prevent shifting. Cushion sufficiently before packing into a double-walled corrugated outer box.
- **Rolled Goods.** Tightly wrap rolled goods using several layers of heavy-duty plastic film or Kraft paper and wrap with plastic packing tape. Then wrap the address label completely around the object or use a pouch. FedEx cannot assume liability for damage due to inadequate protection.

### Packaging Specialty Shipments



## Dangerous Goods Shipments via FedEx Express

[Dangerous goods](#) must be tendered to FedEx Express according to current International Air Transport Association (IATA) regulations for air transport, and all other national and international regulations, and the FedEx Express [Terms and Conditions](#) section of this FedEx Service Guide. This is required regardless of how the shipment is routed and whether it is physically moved by our transportation network.

For additional information regarding requirements for shipping dangerous goods and information on packaging guidelines, visit [fedex.ca](https://fedex.ca) or call 1.800.GoFedEx 1.800.463.3339 and say "dangerous goods".

### Ship Lithium Batteries Safely

To help ensure safe transport, batteries classified as UN 3090 or UN 3480 must be tendered as fully regulated dangerous goods, with a Shipper's Declaration for Dangerous Goods and marked and labelled appropriately.



## Packing Resources

Our packaging guides have the information you need — from general guidelines to specific instructions for packing flowers and plants, perishables, and other frequently shipped items. The guides cover:

- General guidelines
- Auto and mechanical parts
- Clinical samples
- Computers
- Flowers and plants
- Perishable shipments
- UN 3373 shipments
- Wine shipments
- Batteries

To download the packaging guides, visit [fedex.ca/packaging](https://fedex.ca/packaging).

NOTICE: This packaging information is provided to FedEx customers to help reduce loss or damage due to improper packaging. It is NOT intended to be a comprehensive guide for packaging items we accept for transit. We make no warranties, expressed or implied, regarding this information. Proper packaging is the sole responsibility of the shipper. For more information and additional guidelines, see the packaging tips page at [fedex.ca/packaging](https://fedex.ca/packaging). Refer to the current FedEx Service Guide at [fedex.ca](https://fedex.ca) for terms, conditions and limitations applicable to FedEx delivery services.

## Less-Than-Truckload (LTL) Freight Packing Guidelines\*

We've put together the following tips to help you pack your freight like a professional.



### Plan it.

To ensure that your shipment moves safely in the FedEx Freight® network, it should not weigh more than 20,000 lbs. (9,701 kg) or measure more than 20 feet (6 metres) in length.\*\*



### Prepare it.

To ensure safe and efficient shipping across town or across the country, properly organize, stack, label and prepare your freight shipments.



### Secure it.

To protect your shipment from natural vibration that occurs in transit, use proper cushioning, blocking, bracing, banding, stretch-wrapping, and standard wood or plastic pallets. It is important that your boxes are stacked corner-to-corner and edge-to-edge for better stacking strength. In addition, ensure that your packaged products do not overhang the pallet.



### Ship it.

To help your shipment arrive on-time and intact, ensure that you use descriptive labels and complete the Bill of Lading with an accurate piece count and description. Also, be sure to identify any special handling needs on the descriptive labels, and the Bill of Lading.

\*All less-than-truckload services are subject to the Terms and Conditions of the [FedEx Freight 100 Series Rules Tariff](#).

\*\*For shipments that weigh more than 20,000 lbs. (9,701 kg), contact the FedEx Freight Solutions Team.

NOTICE: This packaging information is provided to FedEx customers to help reduce loss or damage due to improper packaging. It is NOT intended to be a comprehensive guide for packaging items we accept for transit. We make no warranties, expressed or implied, regarding this information. Proper packaging is the sole responsibility of the shipper. For more information and additional guidelines, see the packaging tips page at [fedex.ca/packaging](#). Refer to the current FedEx Service Guide at [fedex.ca](#) for terms, conditions and limitations applicable to FedEx delivery services.

## FedEx Express Packaging Options\*†

Choose from the following packaging as well as other specialty packaging options (for FedEx Express shipments only). For more information, visit [fedex.ca/packaging](https://fedex.ca/packaging).

Envelopes	
Your Shipping Need	Our Solution
<ul style="list-style-type: none"> <li>Intended for documents</li> <li>Designed for a shipment of up to 30 unfolded standard-size pages</li> </ul>	<b>FedEx® Envelope (with built-in pouch)</b> Inside Dimensions: 9.5" x 12.5" (24.1 cm x 31.8 cm)
<ul style="list-style-type: none"> <li>Intended for documents</li> <li>Designed for a shipment of up to 30 unfolded standard-size pages</li> <li>Use with any FedEx Ship Manager™ thermal label product</li> </ul>	<b>FedEx® Envelope (without built-in pouch)</b> Inside Dimensions: 9.5" x 12.5" (24.1 cm x 31.8 cm)
<ul style="list-style-type: none"> <li>Intended for documents</li> <li>Designed for a shipment of up to 24 unfolded legal-size pages</li> <li>Designed to be used twice</li> </ul>	<b>FedEx® Legal Size Reusable Envelope</b> Inside Dimensions: 9.5" x 15.5" (24.1 cm x 39.4 cm)
Paks	
Your Shipping Need	Our Solution
<ul style="list-style-type: none"> <li>Intended for larger, heavier documents or soft goods</li> <li>Tear- and water-resistant</li> <li>Features an easy-open tear strip</li> </ul>	<b>FedEx® Pak made from polyethylene</b> Inside Dimensions: 12" x 15.5" (30.5 cm x 39.4 cm)
<ul style="list-style-type: none"> <li>Intended for larger, heavier documents or soft goods</li> <li>Tear- and water-resistant</li> </ul>	<b>FedEx® Pak made from Tyvek® polyethylene</b> Inside Dimensions: 12" x 15.5" (30.5 cm x 39.4 cm)
<ul style="list-style-type: none"> <li>Intended for larger, heavier documents or soft goods</li> <li>Made with padded bubble construction for added protection</li> <li>Tear- and water-resistant</li> </ul>	<b>FedEx® Padded Pak</b> Inside Dimensions: 11.75" x 14.75" (29.8 cm x 37.5 cm)
<ul style="list-style-type: none"> <li>Intended for noninfectious specimens</li> <li>Use this plastic overwrap for noninfectious clinical samples after they are inserted into a sturdy inner container. Properly packaged clinical-sample shipments smaller than 7" x 4" x 2" (17.78 cm x 10.16 cm x 5.08 cm) must be shipped in the FedEx Clinical Pak overwrap.</li> </ul>	<b>FedEx® Clinical Pak</b> Inside Dimensions: 13.5" x 18" (34.3 cm x 45.7 cm)



\*Some restrictions apply. See the [Terms and Conditions](#) section of this FedEx Service Guide, visit [fedex.ca](https://fedex.ca) for details.

†Contents should be compatible with the container and securely packed.

Tyvek® is a registered trademark of DuPont.



## Paks continued

- Intended for Biological Substance, Category B (UN 3373) specimens
- Use this plastic overwrap for specimens containing or suspected of containing infectious substances meeting the International Air Transport Association (IATA) definition of Biological Substance, Category B (UN 3373). Properly packaged shipments smaller than 7" x 4" x 2" (17.78 cm x 10.16 cm x 5.08 cm) must be shipped in the FedEx UN 3373 Pak overwrap.

### FedEx® UN 3373 Pak

Inside Dimensions: 13.5" x 18"  
(34.3 cm x 45.7 cm)



## Boxes†

### Your Shipping Need

### Our Solution

- Intended for documents, file folders, soft goods, DVDs, CDs and video games

#### FedEx® Small Box

Inside Dimensions: 12.25" x 10.9" x 1.5"  
(31.1 cm x 27.7 cm x 3.8 cm)



- Intended for documents, binders, books, DVDs, CDs, video games, and soft goods

#### FedEx® Medium Box

Inside Dimensions: 13.25" x 11.5" x 2.38"  
(33.7 cm x 29.2 cm x 6.0 cm)



- Intended for side-by-side paper stacks, oversize binders, small parts and soft goods

#### FedEx® Large Box

Inside Dimensions: 17.88" x 12.38" x 3"  
(45.4 cm x 31.4 cm x 7.6 cm)



- Suited for spare parts or samples
- Flat-rate international pricing
- For use with FedEx International Priority® service only

#### FedEx® 10kg Box\*

Inside Dimensions: 15.81" x 12.94" x 10.19"  
(40.2 cm x 32.7 cm x 25.9 cm)



- Suited for spare parts or samples
- Flat-rate international pricing
- For use with FedEx International Priority service only

#### FedEx® 25kg Box\*

Inside Dimensions: 21.56" x 16.56" x 13.19"  
(54.8 cm x 42.1 cm x 33.5 cm)



## Tubes†

### Your Shipping Need

### Our Solution

- Intended for plans, posters, fabric rolls, charts and blueprints

#### FedEx® Tube

Inside Dimensions: 38" x 6" x 6" x 6"  
(96.5 cm x 15.2 cm x 15.2 cm x 15.2 cm)



\*Some restrictions apply. See the [Terms and Conditions](#) section of this FedEx Service Guide, visit [fedex.ca](http://fedex.ca) for details.

†FedEx® Box and FedEx® Tube should not be used with FedEx Economy® service.



# SECTION 6

## Shipping Documentation

Learn how to create shipping labels.

### FedEx Express Shipments

You can complete and print shipping labels for intra-Canada and international express shipments using [FedEx Ship Manager™](#) at [fedex.ca](#) or [FedEx Ship Manager™ Lite](#), our online shipping applications. Or, you can manually complete an intra-Canada or international air waybill and affix it using a label pouch.

FedEx Express® Intra-Canada Air Waybill

FedEx Express® International Air Waybill

FedEx Express® Expanded Service International Air Waybill

Complete this air waybill for FedEx Express package and freight shipments within Canada. Use [FedEx Ship Manager™ at fedex.ca](#) or [FedEx Ship Manager™ Lite](#) to complete the air waybill online. Or order blank air waybills by selecting 'Order Supplies' from the 'Manage My Account' menu at [fedex.ca](#).

### 1. From

Enter the date and complete the sender's information, including the FedEx account number.

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Complete this air waybill for most FedEx Express international package shipments (FedEx International Next Flight® has its own air waybill that the courier will bring for you). Use [FedEx Ship Manager™ at fedex.ca](#) or [FedEx Ship Manager™ Lite](#) to complete the air waybill online. Or order blank FedEx Express International Air Waybills by selecting 'Order Supplies' from the 'Manage My Account' menu at [fedex.ca](#).

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Choose the FedEx Express Expanded Service International Air Waybill for express freight, dangerous goods and FedEx International Broker Select shipments. For FedEx International Premium, FedEx International Express Freight and FedEx International Airport-to-Airport services use the FedEx IATA (023) Air Waybill. Order blank FedEx Express Expanded Service International Air Waybills by selecting [‘Order Supplies’](#) from the [‘Manage My Account’](#) menu at [fedex.ca](https://fedex.ca).

Enter the date and complete the sender's information, including the FedEx account number.

(Optional) Enter sender's internal reference information. The first 24 characters will appear on your invoice.

Enter the recipient's name, phone number, complete address including ZIP/postal code and tax ID number. Post office addresses are acceptable to select countries if a telephone or fax number is included.

Enter the total number of packages in the shipment, total weight of the shipment in pounds or kilograms and the shipment dimensions (length, width and height in inches or centimetres).

Enter a detailed description of each commodity and indicate if it is for resale or not.

Enter the Harmonized System Tariff Number for each commodity.

Enter the country where each commodity was produced.

Required by customs officials for possible assessment of duties and taxes.

This amount represents the selling price or fair market value (even if not sold) of the contents of your shipment and must be equal to or greater than the "Total Declared Value for Carriage." This amount must agree with the value shown on the Commercial Invoice.

Note: For information on shipments of high intrinsic value please contact FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339.

Required by FedEx to help determine transport liabilities.

This amount must not exceed the "Total Declared Value for Customs" amount.

Choose the shipping service you require.

Choose the shipping service you require.

Select the packaging used for shipping. If you choose "Other," enter the type of packaging (e.g., pallet, drum) on the line provided.

Choose the appropriate service options (e.g., request that your shipment be held at a FedEx location, Saturday delivery or select a delivery signature option). All options not available for all shipments or destinations.

You must indicate whether or not your shipment contains dangerous goods. Note: Dangerous goods shipments may NOT be dropped off at FedEx Authorized ShipCentres, FedEx OnSite locations or FedEx Express Drop Boxes.

(Optional)

To select a broker other than FedEx, check the box and enter broker's name, city and country, phone number, and postal code. Complete this section only when FedEx International Broker Select is requested. FedEx International Broker Select is only available for FedEx International Priority, FedEx International Economy, FedEx International Priority Freight and FedEx International Economy Freight.

Select the desired method of payment for transportation charges by checking the appropriate box and provide a FedEx account number or credit card information.

Select the desired method of payment for customs charges by checking the appropriate box and provide a FedEx account number.

This air waybill must be signed by the sender or company representative.

Keep the Sender's Copy (top ply) which includes your package tracking number. All remaining plies should accompany your shipment.

## SECTION 6: Shipping Documentation



## FedEx Ground Barcode Labels and Other FedEx Ground Documentation

Affix a barcode and address label to each FedEx Ground package you ship and enter the package details in the FedEx Ground Pick-Up Record.

### Additional Steps for FedEx International Ground™ Shipments\*

1. Complete a Commercial Invoice. It is required for each international ground shipment.
2. Complete and place export documents in a pouch marked “Customs Documents Enclosed” and affix it to your shipment.
3. Schedule a pickup or find the nearest FedEx drop-off location.

COMMERCIAL INVOICE FACTURE COMMERCIALE						
Date of Exportation Date de l'exportation		Invoice Number Numéro de facture		Export References Renseignements sur l'expédition		Related Parties Parties liées Yes <input type="checkbox"/> No <input type="checkbox"/> Oui <input type="checkbox"/> Non <input type="checkbox"/>
Shipper/Exporter (complete name and address) Expéditeur/Exportateur (nom et adresse)				Consignee (complete name and address) Destinataire (nom et adresse)		
Country of Export/Pays d'exportation				Terms of Sale Conditions de la vente		Currency of Sale Devise de la vente
Country of Origin of Goods Pays d'origine de la marchandise				Importer (if other than consignee) Importateur (si différent du destinataire)		
Country of Ultimate Destination Pays de destination finale						
International air waybill # N° lettre de transport internationale				(Note: All shipments must be accompanied by a Federal Express International Air Waybill) (Nota : Tous les envois doivent s'accompagner d'une lettre de transport aérien.)		
Marks & Nos., No. of Pkgs., Type of Packaging, Full Description of Goods Marques et numéros, N° de colis, Type d'emball., Description de marchandise		Quantity Quantité	Unit of Measure Unité de mesure	Weight Poids (kg)	Unit Value Valeur unitaire	Total Value Valeur totale
Total No. of Pkgs. Nbre total de colis		Total Weight Poids brut (kg)			Check one/cocher F.O.B. / F.A.B. _____ C & F / C. et F. _____ C.I.F. / C.A.F. _____	
<p>These commodities, technology or software were exported from Canada in accordance with the Export Administration Regulations. Diversion contrary to Canadian law prohibited.</p> <p>Ces marchandises, technologies ou logiciels ont été exportés du Canada conformément à la <i>Export Administration Regulation</i> des États-Unis. Toute diversion contraire à la législation canadienne est strictement interdite.</p> <p>It is hereby certified that this invoice shows the actual price of the goods described, that no other invoice has been issued, and that all particulars are true and correct. Je certifie par la présente que cette facture indique le prix réel des marchandises décrites, qu'aucune autre facture n'a été émise et que tous les détails sont exacts et véridiques.</p>				Packing Costs Frais d'emballage		
				Freight Costs Frais de transport		
				Insurance Costs Frais d'assurance		
				Other Costs Autres frais		
				Total Invoice Value Montant total de la facture		
SIGNATURE		TITLE – TITRE		DATE		

\*Brokerage-Inclusive Service is available through FedEx electronic shipping solutions only.





## SECTION 7

# Customs Documentation

We'll teach you about the most commonly required forms for international shipping and how to successfully complete them.

### Learn the Basics

The first step to simplifying international shipping is being prepared. You will need the following information before you begin completing your shipping documentation:

- A FedEx account number
- The shipper's address and contact information
- The recipient's address and contact information

The second step is accurate and complete documentation. Ensuring the accuracy of your documentation will help your shipment reach its destination on time and reduce the risk of it being held by customs — and this includes a good description.

Did you know that accurate descriptions of contents are essential for timely customs clearance? One of the most common reasons for customs delays is an inaccurate or vague shipment description. A consistent and detailed description of your shipment contents on all documents will help reduce customs delays.

A good description must answer the following questions:

- What is it?
- How many are there?
- What is it made from?
- What is the intended use?



A detailed description on the FedEx Express® International Air Waybill and other customs documentation will help speed up the clearance time and reduce delivery time.

Poor Description (too vague)	Good Description (specific and detailed)
• Parts	Two steel springs for woodworking machine.
• Gift	One men’s knitted sweater (100% cotton) — unsolicited gift.
• Samples	200 cm x 400 cm nylon carpet sample for demonstration.
• Documents	30 pages of legal documents.
• Food	The word FOOD should be the first word in the description followed by a detailed description of the food items. (e.g., FOOD — one can of sliced peaches)
• See Commercial Invoice	Provide a good summary of all items. The description on the air waybill should be as detailed as possible.

Determine which international shipping documents you will need to complete based on whether you are shipping a document or non-document shipment.\*

Example of Document Shipment	Documents Required
<ul style="list-style-type: none"><li>• Personal correspondence</li><li>• Business correspondence</li><li>• Business contracts</li><li>• Completed Invoices</li></ul>	<b>FedEx Express</b> FedEx Express International Air Waybill <b>FedEx Ground</b> <ul style="list-style-type: none"><li>• FedEx Ground Shipping Label</li><li>• Commercial Invoice†</li></ul>
Example of Non-Document Shipment	Documents Required
<ul style="list-style-type: none"><li>• Parts (computer, machine)</li><li>• Photographs</li><li>• Clothing</li></ul>	<b>FedEx Express</b> <ul style="list-style-type: none"><li>• FedEx Express International Air Waybill</li><li>• Commercial Invoice</li></ul> <b>FedEx Ground</b> <ul style="list-style-type: none"><li>• FedEx Ground Shipping Label</li><li>• Commercial Invoice†</li></ul>

Understand Customs Documentation

In addition to the FedEx Express® International Air Waybill, the most commonly required documents for sending an international shipment include the Commercial Invoice, Export Declaration (B13A), Certificate of Origin, and the Toxic Substances Control Act Form. The details of your shipment will determine which documents are required.

Commercial Invoice (CI)

The Commercial Invoice is prepared by the exporter and is required by the foreign buyer to prove ownership and arrange for payment.

[Learn More](#)

Export Declaration (B13A)

A B13A is a customs declaration required by the Canada Border Services Agency (CBSA) to report exports from Canada that are valued at CAD\$2,000 or greater.

[Learn More](#)

Certificate of Origin

The Certificate of Origin is a signed declaration from the manufacturer of the goods indicating that the goods are of Canadian origin and meets the requirements of a free trade agreement.

[Learn More](#)

Toxic Substances Control Act (TSCA) Form

The Toxic Substances Control Act (TSCA) form is required for most chemical goods, water samples and products that fall under the jurisdiction of the EPA and are being imported into the U.S.

[Learn More](#)

\*Minimum documentation required.  
†For FedEx International Ground shipments include four copies.



## SECTION 8

### Tools at fedex.ca

Our suite of online solutions at fedex.ca make shipping easy from start to finish.

No matter what your shipping needs may be, you can do more at [fedex.ca](https://fedex.ca). Use the menu on our home page to find the time-saving tools and resources you need to work faster and be more productive.

#### 1. Ship

Process FedEx Express and FedEx Ground shipments within Canada, to the U.S. and around the world with [FedEx Ship Manager™ at fedex.ca](https://fedex.ca) or [FedEx Ship Manager™ Lite](https://fedex.ca). You can also get rates, transit times, schedule a pickup, find drop-off locations and much more.

#### 2. Track

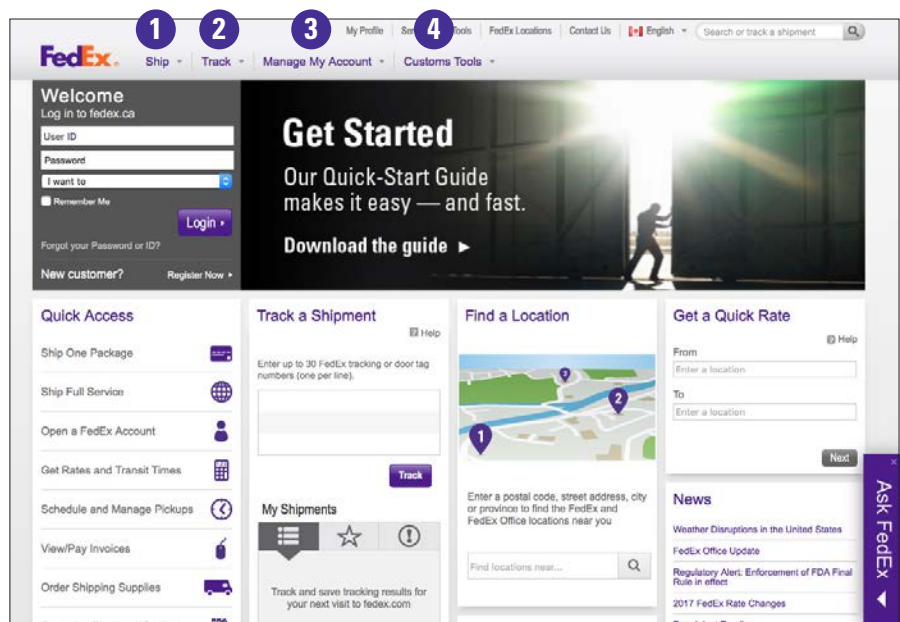
Track the status of your shipments from origin to destination, including signature proof of delivery, 24 hours a day, 7 days a week.

#### 3. Manage My Account

Access and manage the details of your FedEx Express and FedEx Ground shipments.

#### 4. Customs Tools

Find tools, documentation and information to make international shipping fast and easy.



## Make Your Job Easier at [fedex.ca](https://fedex.ca)

### Online Tools

#### **FedEx Services and Tools**

Access information on services and electronic shipping tools.

#### **Get Rates and Transit Times**

Compare rates and transit times for various FedEx services with this easy-to-use, time-saving online tool. Log in for account-specific courtesy rate quotes.

#### **Schedule a Pickup**

Request or cancel pickups for FedEx Express and FedEx Ground shipments online.

#### **International Holidays**

Plan your shipment's arrival date around important observed holidays from country to country, using this simple tool.

#### **Find FedEx Locations**

Find the drop-off location nearest you with just a few clicks.

#### **Order Supplies**

Order FedEx packaging and shipping supplies online. Delivery is within 2 to 5 business days.

#### **Universal Currency Converter**

Get daily-updated currency exchange rates using this interactive calculator.

#### **Measurement Converter**

Convert measurements to take the guesswork out of shipping globally.

### Electronic Shipping Solutions

#### **FedEx Ship Manager™ at [fedex.ca](https://fedex.ca)**

Simplify and streamline the shipping process by using 'FedEx Ship Manager at [fedex.ca](https://fedex.ca)', our online shipping application. To learn how to create shipping labels, manage addresses, schedule pickups, send email shipment notifications, check rates and much more, visit [fedex.ca/help](https://fedex.ca/help).

#### **FedEx Ship Manager™ Lite**

Prepare your shipment right from your desktop, laptop, smartphone or tablet in just a few easy steps. To learn more about the fast, simple way to ship online, visit [fedex.ca/lite](https://fedex.ca/lite).

#### **FedEx Ship Manager at [fedex.ca](https://fedex.ca) – FedEx Administration**

Use 'FedEx Ship Manager at [fedex.ca](https://fedex.ca) – FedEx Administration' to gain added control over shipping processes and costs. You can centrally manage and control shipments processed by multiple individuals in your organization from different locations — all through the convenience of the internet.

### Mobile Solutions

#### **Mobile Web**

Visit [fedex.ca](https://fedex.ca) on your mobile device to get courtesy rate quotes and estimated transit times, schedule pickups, find drop-off locations as well as track your shipments.

#### **Mobile App**

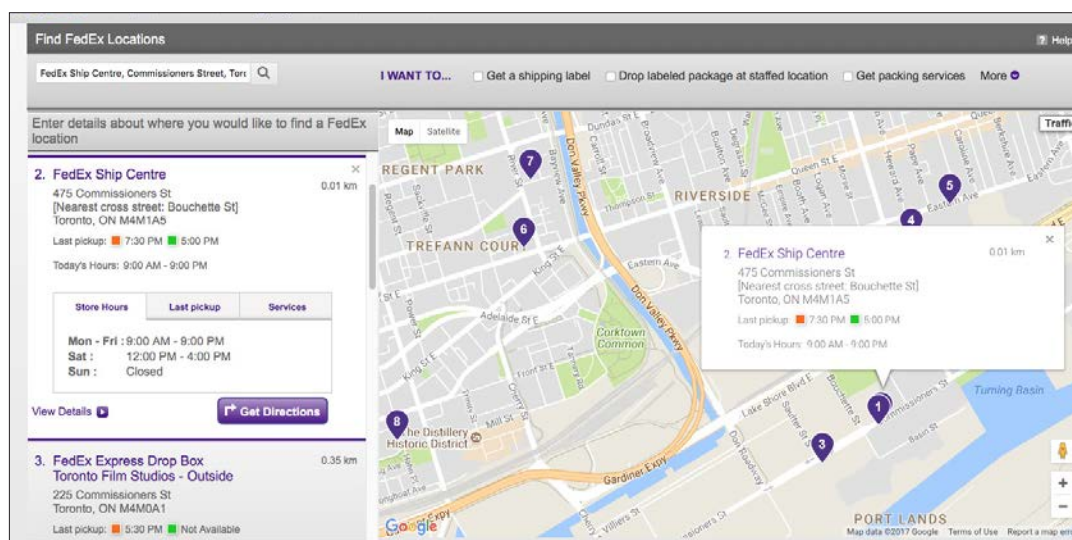
Stay connected to your shipments via your smartphone. Visit [fedex.ca/mobile](https://fedex.ca/mobile) to download the FedEx mobile app and receive tracking push notifications, real-time directions to the nearest FedEx location and much more.

#### **FedEx® ePreference Centre**

Sign up for FedEx emails to stay in the loop. Visit the 'FedEx ePreference Centre' at [fedex.ca/email](https://fedex.ca/email) to sign up for our email communications or to manage your email preferences. When you subscribe to FedEx email communications, you may receive important news, service information and valuable special offers.

## Find a Location

Visit [fedex.ca](https://fedex.ca) and select [Find a Location](#) for a FedEx shipping location in your area.



### FedEx Ship Centres

The shipping specialists at these locations will help you choose the right delivery service, complete documentation and process your packages. To accommodate your schedule, many locations are open late and on Saturdays.

### FedEx Authorized ShipCentres®

Stop by these independently owned locations across Canada to access FedEx shipping services.

### FedEx OnSite

You can pick up your FedEx Express packages and drop off your pre-packaged, pre-labelled FedEx Express and FedEx Ground packages at convenient locations where you live, shop and work.

### FedEx Express® Drop Boxes

You can drop off your FedEx Express packages at any one of our 500 easy-to-find drop box locations across Canada.

FedEx Express Drop Boxes deliver time-saving advantages to busy shippers:

- Later pickup times for flexibility in meeting tough deadlines and getting end-of-day shipments out on time.
- Convenient and easily accessible drop-off locations for FedEx Express packages.



## FedEx® Electronic Trade Documents

Say goodbye to the clutter of customs documentation, and hello to streamlined electronic international shipping.

FedEx Electronic Trade Documents (ETD) is an international shipping solution that allows you to submit your customs documentation electronically, so you no longer need to print multiple copies — it's all automated when you process your shipments using FedEx Ship Manager at [fedex.ca](https://fedex.ca), FedEx Ship Manager™ Software or FedEx Web Services.

You can choose to either electronically submit your own customs documents, or take advantage of FedEx-generated documents. The choice is yours. Plus, you have the ability to customize your FedEx-generated documents by adding your company letterhead and signature images.

### Increasing operational efficiency

ETD supports operational efficiencies by helping you save paper and reducing your printing costs. Plus, when you submit your documents electronically, you can take advantage of other time-saving features like the ability to create, save and re-use your trade and customs documentation.

The efficiencies don't end there, though. ETD also helps you save money by streamlining the processing time for your international shipments, as well as minimizing the labour costs associated with completing customs documentation.

### Providing additional peace of mind

ETD optimizes the customs clearance process by allowing for earlier broker review of your trade and customs documents. As a result, you'll be notified quickly about any missing information, or if any additional documentation is needed. You'll have additional time to resolve any potential shipment issues, thus reducing the chance of customs delays. So, rest easy and submit your customs documents electronically.

### Reducing your carbon footprint

As an added bonus, ETD is a sustainable solution that helps you save paper and reduce your printing costs.

### Getting Started

Want to learn more about FedEx Electronic Trade Documents? To view a demonstration and to learn how to get started using our interactive help guides, visit [fedex.ca/etd](https://fedex.ca/etd).



## SECTION 9

# FedEx Electronic Shipping Solutions

Count on our electronic shipping solutions to simplify routine tasks, so you can focus on the big picture.

### **FedEx Ship Manager™ Software**

Choose FedEx Ship Manager Software to access a full range of FedEx shipping functions directly from your computer. It provides database and reporting features to help manage your shipping.

This desktop shipping solution helps to manage your entire shipping process. Whether you have intra-Canada or international shipping needs, FedEx Ship Manager Software offers great time-saving features and functionality — all with the reliability and convenience you expect from FedEx.

You can print shipping labels and reports, track packages online, send instant email notifications to customers, and much more.

### **FedEx Ship Manager™ Server**

A flexible, high-performance platform designed to integrate FedEx shipping capabilities into your business application systems. This solution is designed for technologically advanced shippers who process, label and ship large volumes of packages.

### **FedEx Compatible Solutions Program**

Streamline your shipping capabilities by integrating FedEx shipping functionality with third-party business software systems. This means you can process and manage shipments with the software you already use every day.

### **FedEx Web Services**

Improve your company's business processes by integrating FedEx shipping capabilities into your website. It will allow your customers to create shipping labels, track the status of shipments, obtain courtesy rate quotes and validate addresses without ever leaving your website.



## SECTION 10

# Shipment-Status Tracking

Get the status on your FedEx shipments 24 hours a day, 7 days a week.

### **FedEx Tracking**

Manage all your FedEx Express, FedEx Ground, and FedEx Freight shipment information quickly and easily. FedEx Tracking is intuitive and easy to use, giving you 24/7 access to information about your shipments. With FedEx Tracking, you can:

- Nickname your packages, create a personal watch list, and customize your shipment tracking views.
- Sort, search and filter your shipments by ship date, delivery date, origin, recipient, exception status and much more.

### **Track at fedex.ca**

Obtain information 24 hours a day, 7 days a week about your shipments. Visit [fedex.ca](https://fedex.ca) to track up to 30 FedEx Express, FedEx Ground and FedEx Freight shipments at a time. Get master and individual tracking results for your multiple-package shipments.

### **Track by Mobile**

Access up-to-date tracking details directly from your mobile device using one of the following solutions:

- Visit [fedex.ca](https://fedex.ca) from your mobile device and enter your tracking number.
- Text the word TRACK for one-time shipment status or the word FOLLOW for ongoing shipment status followed by the tracking number (example: e.g., TRACK 123456789) to 38773.\*
- Download the FedEx app to follow shipments and receive push notifications.

### **Track by Email**

Get the status of 30 shipments through one email request.

### **Track by Phone**

Call 1.800.GoFedEx 1.800.463.3339 and say “track a package.”

\*FedEx Text Message Tracking is supported by most wireless providers in Canada but may not be available to all users. Message and data rates may apply. Message frequency varies per user.

### **Obtain Signature Proof of Delivery**

You can also request a signature proof of delivery via these tracking tools — it includes a delivery confirmation and an image of your recipient's signature via an online letter or fax.

### **FedEx InSight®**

A free management tool at [fedex.ca](https://fedex.ca) that allows you to proactively monitor all your inbound and outbound shipments, as well as third-party shipments billed to your account and/or address(es) without a tracking number. You can also receive automatic notifications of shipment status, monitor your shipments through downloadable reports, and manage shipping activities across multiple locations and accounts.

#### **Registering for FedEx InSight will allow you to:**

- **Track** without a tracking or reference number and obtain visibility to all shipments matched to your account number(s) and/or address(es).
- **Receive** proactive notifications about significant shipment events like clearance delays, attempted deliveries, releases, proofs of delivery and more — via email.
- **Monitor** all of your shipments through status updates and downloadable reports for all incoming, outgoing and third-party shipments.
- **Manage** shipping activities across multiple locations and accounts.

Visit [fedex.ca/insight](https://fedex.ca/insight) to review the FedEx InSight registration checklist, online tutorial and Frequently Asked Questions.





# SECTION 11

## Account Management

Manage your account with invoice and payment resources.

### Invoice Sections

The main sections of your FedEx Express and FedEx Ground invoice include the following:

- Remittance page — itemized listing of all charges with a remittance stub.
- Summary page(s) — summary of your shipments.
- Detail page(s) — listing of individual shipments with comprehensive shipment details.



To open a FedEx account, visit [fedex.ca](https://fedex.ca) or call 1.800.GoFedEx 1.800.463.3339 and say “new account setup”.

### Online Account Management

**FedEx Billing Online** is a virtual-office assistant that is available 24/7. It will help you perform FedEx Express and FedEx Ground invoice-related tasks quickly and conveniently in a secure, password-protected environment. By going paperless, you can also reduce your carbon footprint.

View	Pay	Manage
<ul style="list-style-type: none"><li>• See your FedEx Express and FedEx Ground transportation invoices, including duty and tax invoices.</li><li>• Review shipment charges at the invoice level, shipment-detail level, or both.</li></ul>	<ul style="list-style-type: none"><li>• Pay open invoices online.</li><li>• Search, download, print and save invoices in a variety of formats, create customized reports and integrate invoice data with your accounting system.</li></ul>	<ul style="list-style-type: none"><li>• Assign privileges to multiple users.</li><li>• Reconcile invoices, dispute shipment charges and request adjustments, right from your desktop.</li><li>• Receive automatic email notifications for your invoice transactions.</li></ul>

#### Learn More

Explore the FedEx Billing Online [Interactive Demo](#).  
Visit the FedEx Billing Online [Frequently Asked Questions](#).

## Billing Options

### Your Shipping Need

### Our Solution

Choose From Flexible Billing Options

**FedEx Account** Charge shipments to a sender's, recipient's or third party's\* FedEx account number by selecting the appropriate option on the air waybill or electronic shipping solution and providing the account number.

**Cash and Cheques** Staffed locations typically accept cash and cheques. Please note that cash is not accepted at all FedEx locations.

**Credit Card** You can pay using your credit card in the following ways:

- Bill your FedEx account charges directly to a credit card; or
- Write your credit card number on your air waybill; or
- Use your credit card to ship online with FedEx Ship Manager™ Lite even if you do not have a FedEx account; or
- Use your credit card when you drop off a package at a FedEx shipping location.

You can pay for FedEx® services with American Express®, MasterCard®, and Visa® cards. All trademarks are the property of their respective owners.

Take Control Over Inbound Shipping Costs

**FedEx Ground® COLLECT** This payment option allows you, as the recipient, to be invoiced directly for inbound FedEx Ground shipments, to help you control costs and avoid charges added by your suppliers. To take advantage of FedEx Ground COLLECT, contact your FedEx account executive to enrol as an "authorized COLLECT recipient." Once authorized, you will receive a weekly itemized invoice detailing all collect charges.\*\*

Streamline Invoice Processing

**FedEx® Electronic Data Interchange (EDI)** With EDI, you can integrate your accounts payable process with your electronic FedEx invoice data.

- Your organization can benefit from increased accuracy, faster reconciliation or allocation and reduced paperwork.
- By consolidating invoices for multiple FedEx accounts into a single transmission, EDI helps increase your control over costs even when shipments originate from multiple sites.

If you have large volumes of data and would like details about EDI, please contact your FedEx account executive.

## Invoice Payment Options

FedEx has convenient and flexible payment options to meet your needs.

Online	Mail	Phone
Log in to your online banking account, choose FedEx Express Canada from the Payee list and use your account number or invoice number as the account number.  Register or visit <a href="https://fedex.ca/invoice">fedex.ca/invoice</a> to view, download and pay invoices.	Mail your remittance advice with cheque (make it payable to Federal Express Canada Corporation) and supporting documents to:  FEDERAL EXPRESS CANADA CORPORATION P.O. BOX 4626, TORONTO STN A TORONTO, ON M5W 5B4	Call FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 and say "make a payment."

## Electronic Funds Transfer (EFT)

Pay your invoices directly from your bank account using FedEx electronic funds transfer (EFT).

For FedEx EFT details, please click [here](#).

\*A surcharge may apply. See the [Terms and Conditions](#) section in this FedEx Service Guide for details. Call 1.800.GoFedEx 1.800.463.3339 for more information and scheduling.

\*\*Some restrictions apply. Additional charges may apply. See the [Terms and Conditions](#) section in this FedEx Service Guide for details. Call 1.800.GoFedEx 1.800.463.3339 for more information and scheduling.

# FEDEX EXPRESS®

## Terms and Conditions

Effective: June 25, 2018

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\*This FedEx Service Guide, Canadian Edition, includes Part 1 — FedEx Express and FedEx Ground Guide to Services and Terms and Conditions, effective June 25, 2018, and Part 2 — FedEx Express Rates, effective January 1, 2018, and FedEx Ground Rates, effective January 1, 2018, and any amendments thereto. Please note that all amendments to this FedEx Service Guide will be posted at [fedex.ca/amendments](http://fedex.ca/amendments).

\*\*Some restrictions apply. See the FedEx Money-Back Guarantee section for details.

## Terms and Conditions

The preceding pages related to FedEx Express® explain FedEx Express' services and certain conditions, restrictions and requirements under which those services will be rendered. The following pages include those terms and conditions by reference and contain further general and specific conditions (collectively, the "Terms and Conditions"). These Terms and Conditions are applicable to the transportation of any package, document, envelope, pallet, container or other item by FedEx Express when shipping between points within Canada, or from Canada to various international points including, but not limited to, any such items tendered by customers utilizing FedEx shipping systems, air waybills, labels and shipping software. The terms and conditions of the FedEx Express Rate Guide regarding importation of shipments into Canada via FedEx International Priority®, FedEx® International Priority Freight, FedEx® International Economy and FedEx® International Economy Freight are applicable to Canadian payors. These Terms and Conditions are published electronically at [fedex.ca](https://fedex.ca). The downloadable version (pdf) of this FedEx Service Guide at [fedex.ca](https://fedex.ca), as amended, is controlling. For international shipments tendered for FedEx International Premium™ (IP1) and FedEx® International Express Freight (IXF), please see the applicable IP1/IXF Terms and Conditions for these services. Refer to [fedex.com/ca\\_english/services/serviceguide/termsandconditions/ip1ixf/](https://fedex.com/ca_english/services/serviceguide/termsandconditions/ip1ixf/). These Terms and Conditions include terms regarding the importation and Customs clearance of shipments into Canada. See the FedEx Ground Terms and Conditions in this FedEx Service Guide when shipping by FedEx Ground.

If there is a conflict between these Terms and Conditions and the terms and conditions on any FedEx air waybill, shipping label or other transit documentation, the Terms and Conditions in this FedEx Service Guide, as amended, modified, changed or supplemented will control to the extent they are not in conflict with the rules relating to liability for international carriage established by the Warsaw Convention, or other applicable treaties or any applicable tariff.

Any failure by us to enforce or apply a term, condition or provision of this FedEx Service Guide does not constitute a waiver of that term, condition or provision and does not otherwise impair FedEx's right to enforce or apply such term, condition or provision.

This Guide and any subsequent modifications, amendments or supplements supersedes all previous Service Guides, amendments, supplements, and other prior statements concerning the rates and conditions of the FedEx Express services to which it applies. The foregoing restriction does not apply to a modification applicable to a single customer and included in a FedEx Sales or FedEx Customer Automation Agreement. To the extent a conflict exists between a FedEx Sales or FedEx Customer Automation Agreement and these Terms and Conditions, the FedEx Sales or FedEx Customer Automation Agreement controls. Each party warrants that it has not relied and will not be relying upon any evaluation, representation or advice from the other party, its agents, affiliates or subcontractors except representations expressly made in writing in these terms and conditions or in a FedEx Sales or FedEx Customer Automation Agreement.

FedEx reserves the right to unilaterally modify, amend, change or supplement this FedEx Service Guide, including, but not limited to, the rates, services, features of service, and these Terms and Conditions in respect of all customers or any particular customer without notice. Only the Legal Department of Federal Express Canada Corporation may authorize a supplement to, modification, change or amendment of this FedEx Service Guide. No other agent or employee of FedEx, nor any other person or party, is authorized to do so.

FedEx reserves the right to enrol any eligible customer in the then current welcome offer pricing program (the "Program") at any time. By accepting any discount on the standard list rates in effect at the time of shipment pursuant to the Program, you are deemed to have accepted and are bound by the terms and conditions of the Program in effect at such time. The terms and conditions of the Program are published at [fedex.ca/welcomeoffer](https://fedex.ca/welcomeoffer).

Rates and service quotations by our employees and agents are based upon information you provide, but final rates and service may vary based upon the shipment actually tendered and the application of these Terms and Conditions. Except as otherwise provided above, any conflict or inconsistency between this FedEx Service Guide and other written or oral statements concerning the rates, features of service, and Terms and Conditions applicable to FedEx Express services and any terms regarding importation and inbound clearance of shipments into Canada will be controlled by this FedEx Service Guide, as modified, amended or supplemented.

All amounts are in Canadian dollars, unless otherwise indicated.

WE MAKE NO WARRANTIES, EXPRESS OR IMPLIED.

## Definitions

**"Air waybill"** means any shipping document, label, electronic entry or similar item used in the FedEx system for intra-Canada or international shipments.

**"Customs"** includes all federal agencies involved in the import or export of goods.

**"Day"** and **"days"** mean calendar day and days, unless expressly noted otherwise.

**"Guide"** and **"Service Guide"** mean this FedEx Service Guide, Canadian Edition, as modified, amended or supplemented by FedEx from time to time.

**"In good credit standing"** means: (1) that payment on the FedEx account is current; (2) the account is not in "cash only" status; and (3) for commercial or business accounts, the balance does not exceed the credit limit established by FedEx.

**"Package"** means any container or envelope that is accepted by us for delivery, including, but not limited to, any items tendered by you using our electronic shipping systems, meters, manifests or air waybills, unless otherwise stated.

**"Recipient"** and **"consignee"** mean the person and/or company to whom a shipment is being sent.

**"Residence"** and **"Residential"** includes, but is not limited to, a home or a business operating out of a home, where the entrance to the Residence is not open to the public. A residential delivery charge is applicable to all Residential deliveries.

**"Ship Date"** or **"Shipment Date"** means the date a shipment is tendered to FedEx. For shipments tendered at a FedEx location after the last pickup time, the Ship Date is the next business day.

**"Shipment"** means one or more packages, or any part thereof, moving on one air waybill.

**"Shipper"** and **"sender"** mean the person and/or company sending a shipment.

**"Transportation charges"** means amounts assessed for the air and surface movement of a shipment, not including any other fees or charges which may be assessed under this Guide, such as declared value charges, customs duties and taxes, however levied or applied.

**"We", "our", "us", "FedEx", "Federal Express"** and **"FedEx Express"** refer to Federal Express Canada Corporation, its principals, subsidiaries, branches and affiliates and their respective employees, agents and independent contractors.

**"You"** and **"your"** include the shipper/sender, recipient/ consignee, and importer of record and their respective employees, principals, agents and independent contractors.

## Account Numbers

A valid FedEx account number is required for all shipments unless cash (not accepted at all FedEx locations), cheque or credit card payment is made at the time of shipment. The use of a valid FedEx account number on the air waybill enables the following:

(1) FedEx invoices are sent to the proper location for payment; (2) account activity is tracked by our system; and (3) the payor is billed with any appropriate discount.

In the event that a customer elects to "Bill Sender" or "Bill Third Party" and (1) fails to include a valid account number or (2) indicates an incorrect account number, FedEx will charge a special handling fee per air waybill or manifest to defray the expense of billing such items.

In the event that a customer elects to "Bill Recipient" or "Bill Third Party" for transportation charges and/or duties and taxes, the bill-to party must have a valid FedEx account number (Power of Attorney and Importer Number are required for Bill Sender or Bill Third Party duties and taxes), and it must appear in the appropriate section of the air waybill. Account numbers are issued by shipping location and they are non-transferable. Any misuse can result in a loss of all discounts and/or the discontinuance of service.

All requests for issuance of account numbers are subject to credit investigation and verification by our Credit Department. The Credit Department may require, in its sole discretion, that you have a major credit card acceptable by FedEx. We will establish a credit account for businesses only. We do not offer consumer credit privileges. Any individual shipping for personal use or, in FedEx's sole discretion, any business must prepay transportation charges or establish a FedEx account for billing direct to any of the major credit cards accepted by FedEx.

The party to whom an account number is issued is liable for all charges to the account. The account holder is responsible for the safe keeping of the account number and should release the number only to those authorized to ship on the account. The account holder bears the risk of all unauthorized use of the account number.

Failure to keep your FedEx account current (invoice payment received by us within 15 days from invoice date) will result in your account being placed on a "cash only" status and loss of volume discounts. For international shipments, your account will be placed on Reimbursement On Delivery (R.O.D.) status, requiring duties and taxes to be collected in full at, or prior to, the time of delivery. Utilization of an account on "cash only" status may result in package delay, rejection or return until arrangements for payment are completed.

## Address Correction

If a recipient's address on an air waybill is found to be incomplete or incorrect, we will attempt to find the correct address and try to complete the delivery but we assume no responsibility for our inability to complete delivery under such circumstances.

Use of post office box numbers for unaccepted areas or without the recipient's telephone number, incorrect postal/ZIP codes and former street addresses for recipients who have relocated, are examples of errors requiring address corrections. A special handling fee per correction may be assessed for this service. If the correct address cannot be determined



and if the recipient cannot be reached, we may attempt to contact the sender for address clarification or instructions to return the shipment at the sender's expense, and the sender will be responsible for all transportation charges and any applicable fees. We will not be liable or responsible for meeting the delivery commitment of any shipment with an incorrect address (See "Undeliverable Shipments").

## Billing

(a) Invoices for transportation charges are payable within 15 days of the invoice date. Invoices for duties and taxes, special handling fees and the advancement fee are payable upon receipt.

(b) "Bill Sender" means the specified charges will be billed to the sender. The sender's FedEx account number must appear in the appropriate section on the air waybill and payment on the account should be current. The sender may, within 90 days of invoice date, request an initial rebilling to another party, but all subsequent rebills will be only to the sender.

(c) "Bill Recipient" means the specified charges will be billed to the recipient. In order to choose this billing option, the recipient's FedEx account number MUST appear in the appropriate section of the air waybill and payment on the account must be current or the recipient must pay all applicable charges for the package at the time of delivery. "Bill Recipient" shipments are acceptable for carriage to specified locations only. For more information, call FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339. If the recipient refuses to pay, the charges may be rebilled to a third party. Any additional rebilling must be to sender's account. The sender is liable for, and will be billed for, all charges and fees if third party or recipient does not pay.

(d) "Bill Third Party" means the specified charges will be billed to someone other than the sender or recipient. In order to choose this billing option, the third party's FedEx account number MUST appear in the appropriate section on the air waybill at the time it is tendered and payment on the account must be current. If the third party refuses to pay, the charges may be rebilled to another party but subsequent requests will only be rebilled to the sender. The sender is liable for, and will be billed for, all charges and fees if the party which is rebilled or the third party does not pay. If the third party FedEx account is not in good credit standing, the sender will automatically be billed.

(e) For "Bill Recipient" or "Bill Third Party" transactions, if the recipient or third party refuses to pay the charges, refuses delivery, or cannot be contacted, the sender is responsible and will be billed for any and all charges.

(f) We reserve the right to verify the method of payment for any shipment and to refuse any shipment for which the method of payment cannot be verified.

(g) Your shipment may be delayed or returned if we determine that it is billed to a FedEx account number that is not in good credit standing. In this instance, our service failure money-back guarantee will not apply. See the "FedEx Money-Back Guarantee."

(h) Duties and taxes may be assessed on the contents of shipments destined for international locations. Duties and taxes may be billed to the sender, the recipient or a third party. "Bill Sender Duties and Taxes", "Bill Recipient Duties and Taxes" and "Bill Third Party Duties and Taxes" are options available only for deliveries to specified locations. Call 1.800.GoFedEx 1.800.463.3339 for information regarding your delivery location. If the sender fails to mark one of the boxes on the air waybill to indicate the payor of duties and taxes, the recipient will automatically be billed for such charges. All requests for duty and tax rebills must be made within 90 days from invoice date and require written or verbal approval from the bill-to party assuming liability for payment. The party requesting the rebill must obtain such approval. See "Duties and Taxes" for details on the conditions under which (1) we will advance duties and taxes, (2) we will assess an advancement fee for doing so, and (3) the "Bill Sender" or "Bill Third Party" options are available.

(i) NOTWITHSTANDING ANY PAYMENT INSTRUCTIONS THAT ARE GIVEN TO FEDEX, THE SENDER IS ULTIMATELY LIABLE FOR, WILL BE BILLED FOR, AND AGREES TO PAY, ALL CHARGES, INCLUDING TRANSPORTATION CHARGES, AND ALL DUTIES, CUSTOMS ASSESSMENTS, GOVERNMENT PENALTIES AND FINES, TAXES, FEES, INCLUDING SPECIAL HANDLING FEES, AND OUR LEGAL FEES AND COSTS, REGARDLESS OF ANY PAYMENT INSTRUCTIONS TO THE CONTRARY.

For FedEx Global Returns shipments, please see Return and Import Shipping Options.

(j) A special handling fee will be applied for any cheque or electronic fund transfer that is dishonoured due to insufficient funds on deposit or incorrect or insufficient signature of the drawer.

(k) A special handling fee will be charged where no account number appears on the air waybill or manifest or where an incomplete, inaccurate or invalid, or deleted account number appears on the air waybill in "Bill Sender", "Bill Recipient" or "Bill Third Party" transactions. If a "Bill Sender", "Bill Recipient" or "Bill Third Party" package is received without a FedEx account number or with an incomplete, inaccurate or invalid, or deleted account number, we will attempt to determine the correct account number from our records and bill the account number for all charges and fees, plus a special handling fee. Any applicable discount will apply. If, however, we cannot determine the correct account number from our records, the

transportation charges plus a special handling fee will be billed directly to the sender and no discount will be allowed. A special handling fee will be applied only once for each such air waybill or manifest document.

(l) A special handling fee will be charged for all rebills. If there are multiple requests, the fee may be applied for each invoice line item (i.e., air waybill, manifest line item, or FedEx electronic shipping system package) which is rebilled. Requests for rebilling will be accepted up to 90 days from the invoice date, not counting the invoice date. Rebill requests will only be accepted for unpaid shipments. A special handling fee also applies and will be invoiced to FedEx Automation System customers.

(m) Charges requiring conversion to a currency other than Canadian dollars will be calculated daily using the median bid price obtained from OANDA, an internet exchange rate service, except for those currencies where the customary practice is to use local bank rates to convert currency for payors in that country. The median bid price is the average price at which buyers offer to buy currencies from sellers during the given period. Customers can access these currency conversion rates at OANDA.com.

The currencies of participating European Union countries will have stationary conversion rates to the EURO. There is an additional exchange fee of 1.75% for conversion from CAD to USD, 2.3% for USD to CAD and 2% for CAD to all non-Canadian and non-U.S. currencies. There is no exchange fee between currencies related to the EURO.

Charges in currencies other than Canadian dollars that are not freely convertible will be converted to Canadian dollars and billed to the payor's account either at the free market rate or at the official rate at which FedEx was permitted to purchase Canadian dollars in the relevant currency, at our sole option.

The rate corresponding to the ship date will be used for conversions to non-hyper inflationary currencies. However, we reserve the right to use the exchange rate at invoice date, as opposed to shipment date, in countries where the currency is volatile.

(n) Along with your payment, you must furnish the invoice numbers to which your payment applies. If any invoice is not paid in full, the reasons for each unpaid charge must be noted along with its air waybill or FedEx tracking number.

(o) Remittance should be sent to:

Federal Express Canada Corporation  
P.O. Box 4626, Toronto STN A  
Toronto, ON M5W 5B4

(p) Electronic Invoicing: To assist customers in processing their invoices, FedEx will provide its invoices in electronic format. Information is available in either flat file or international standard formats. It is delivered as a file through a value-added network, available at no cost in most large cities (a small transmission charge may apply in other centres).

(q) For more information, please contact your FedEx account executive.

(r) Invoice adjustments/overcharges

**1.** We reserve the right to audit shipments to verify service selection, shipment weight and dimensions. Package shape and dimensions may change during transit, which can affect the package's dimensional weight and surcharge eligibility. If the service selected, weight entered or dimensions entered are incorrect or change during transit, we may make appropriate adjustments to the shipment charges at any time.

**2.** Default Billing: Senders are solely responsible for accurately completing all sections of the air waybill and for the entry of accurate shipment information in any electronic shipping solution. If you fail to provide or correctly enter this information, you will be billed and agree to pay based on our estimate of the number of packages transported and either the dimensional weight at the time of billing or a standard default weight-per-package estimate, both of which will be determined (and periodically adjusted) by us at our sole discretion.

**3.** The FedEx Money-Back Guarantee governs and is the exclusive remedy for requests for refunds or credits related to service failures. (See the "FedEx Money-Back Guarantee" for applicable notice provisions and other conditions). If the FedEx Money-Back Guarantee is suspended or revoked, there is no remedy for such service failures.

**4.** A partial payment against an invoice is not considered a request for invoice adjustment or notice of a refund request under the "FedEx Money-Back Guarantee" or otherwise. Such refund requests must be noted on the Invoice Summary or Invoice Remittance or by attached letter, or you may call 1.800.GoFedEx 1.800.463.3339, indicating the nature of the request and reason for partial payment. At the time you notify us, you must provide the applicable FedEx account number, if any, the air waybill or FedEx tracking number, the date of shipment, and the recipient's name, address and postal code/ZIP code.

**5.** "Overcharge" means a charge based on an incorrect discount rate, an incorrect special handling fee, billing a service other than the service selected for the package, billing based on incorrect package or shipment weight, billing to the wrong account number, or any other billing activity, unrelated to a service failure, that results in an incorrect charge. Requests for invoice adjustments due to an overcharge or requests for refunds due to a duplicate payment must be received within 90 days from the original invoice date.

6. If you choose to send your request for an invoice adjustment for non-service-related failure separately from your remittance statement, please use our online billing application at [fedex.ca](https://fedex.ca), FedEx Billing Online (if you are a registered user) or send your request to:

Federal Express Canada Corporation  
P.O. Box 4626 Toronto STN A  
Toronto, ON M5W 5B4

7. We will not be liable for any invoice adjustments unless you comply with the notice requirements described above. The filing of a lawsuit against us does not constitute compliance with these notice provisions.

For additional information or assistance regarding billing issues, contact Invoice Adjustments at 1.800.GoFedEx 1.800.463.3339.

(s) Customers should retain copies of all original air waybills and invoices. When duplicate copies are requested, a fee may be charged for each air waybill or invoice requested.

(t) Additional Taxes: If a value-added, consumption, or similar tax is applicable to your shipment, we reserve the right to add that amount to your shipping charges without notice.

(u) The shipper, and any other party who is liable for payment, is responsible for services rendered by us. Such costs include, but are not limited to, legal fees and costs, collection agency fees, interest and court costs.

### Business Days/Carrier Holidays

In Canada, "business day" means Monday through Friday except for holidays, or the official day of observance of these holidays. The business week may differ in some international or provincial locations due to local customs. Holidays in international locations and provincial locations will also affect our delivery schedules.

Contact FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 for information on delivery commitments that may be affected due to the observance of these holidays. Deliveries normally made on the day of a holiday observance will be rescheduled for delivery on the next business day.

### Carriage Under International Conventions

(a) As used in this Guide, "Warsaw Convention" means the Convention for the Unification of Certain Rules relating to International Carriage by Air, signed at Warsaw, October 12, 1929 or that convention as amended, including the Montreal Protocol No. 4. "Montreal Convention" means the Convention for the Unification of Certain Rules relating to International Carriage by Air, signed at Montreal, May 28, 1999. "Carrier" includes the air carrier issuing the air waybill and all air carriers that carry the goods or perform any other services related to the carriage.

(b) When the carriage involves an ultimate destination or stop in a country other than the country of departure, the Warsaw Convention or Montreal Convention may be applicable. The conventions govern, and in most cases, limit our liability for loss of, damage to or delay of cargo, unless you declare a higher value for carriage (subject to the maximum amounts specified below) and pay the required fee as described below.

(c) The Warsaw Convention and the Montreal Convention limit our liability for loss or delay of or damage to your shipment, unless you declare a higher value for carriage and pay the required fee as described below. The interpretation of the relevant Convention's liability limit may vary depending on the destination country. If the Warsaw Convention, as amended by Montreal Protocol No. 4, applies to your shipment, FedEx's liability is limited to 17 Special Drawing Rights (SDRs) per kilo ("Warsaw Convention liability limit"), unless you declare a higher value for carriage (subject to the maximum amounts specified below) and pay the required fee. If the Montreal Convention applies to your shipment, our liability is limited to 19 SDRs per kilo ("Montreal Convention liability limit"), unless you declare a higher value for carriage and pay the required fee.

(d) To the extent not in conflict with the rules relating to liability for international carriage as established by the Warsaw Convention or Montreal Convention, carriage and other services performed by us are subject to the provisions of this FedEx Service Guide and applicable tariffs as amended from time to time, which are incorporated in this FedEx Service Guide by reference.

(e) FedEx assumes no obligation to carry goods by any specified aircraft or other mode of transport or over any particular route or to make connections at any point according to any schedules. You agree FedEx may, without notice, substitute an alternate carrier or aircraft, deviate from the route or routes, or cause goods to be transported by motor vehicle or other mode of transport. You agree that there are no stopping places which are agreed upon at the time of tender of the shipment, and we reserve the right to route the shipment in any way we deem appropriate.

### Cartage Agents (Extended Service Area Agents)/Pickup and Delivery Service to and from points outside FedEx Direct Service Area

(a) Shipments accepted for carriage to points outside the FedEx direct service area may be tendered to cartage/extended service area agents for delivery to their ultimate destination. An additional charge will be applied for all such shipments and this charge will be reflected

on the invoice you receive from FedEx. Please see the FedEx Express Rate Guide, or call FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 for details.

(b) When you elect to use a cartage agent to pick up a shipment for delivery to a FedEx location, you are responsible for paying all charges assessed by the cartage agent. The invoice you receive from FedEx will reflect only FedEx charges.

(c) Complaints and claims arising from service rendered by cartage agents you select when you elect to use a cartage agent should be directed to the cartage agent.

### Cartage Agents/Pickup and Delivery Service to points within FedEx Direct Service Area

Subject to the paragraph below on "Pickup and Delivery Service", pickup and delivery service is provided by FedEx within specified service areas at no additional charge. However, should you or a customs broker choose to use the services of a cartage agent to pick up or deliver a shipment instead of using FedEx directly, you are responsible for paying all charges assessed by the cartage agent. The invoice you receive from FedEx will reflect only FedEx charges.

### Claims, Legal Action and Arbitration

(a) ALL CLAIMS MUST BE MADE IN WRITING AND WITHIN STRICT TIME LIMITS.

(b) Written notice of a claim due to damage, delay or shortage must be received by us from you within twenty-one (21) days after we deliver your shipment. See the "FedEx Money-Back Guarantee" for the time periods and additional details applicable to a request for a refund or credit of transportation charges related to a service failure.

(c) Written notice of a claim due to loss, mis-delivery, nondelivery, misinformation or failure to provide information must be received by us within nine (9) months after we accept the shipment for carriage.

(d) You may telephone FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 to report your claim, but you must still give us written notice of your claim within the time limits referenced above. If telephoning, you should ask for a "control" number and retain this for future reference. Please refer to this "control" number when submitting your claim in writing.

(e) Within nine (9) months after the package was tendered to FedEx for shipment, we must have received all relevant documentation regarding your claim. Such documentation may include original purchase invoices, estimates or invoices for repair, expense statements, appraisals, copies of air waybills or other records. Photographs recorded by non-FedEx parties may not be considered in the evaluation of any claim. All of these documents must be verifiable to our satisfaction.

(f) We are not obligated to act on any claim until all transportation charges have been paid. The claim amount may not be deducted from those charges or from any outstanding balance owed to us.

(g) Except as provided in paragraph (h) below, receipt of the shipment by the recipient without written notice of damage on the delivery receipt is prima facie evidence that the shipment was delivered in good condition.

(h) In the case of a claim for concealed damage which is not discovered at the time of delivery, you must notify FedEx in writing as promptly as possible after the discovery of the damage, and in any event not later than twenty-one (21) days after the date of delivery. If more than twenty-one (21) days elapse between the date of delivery of the shipment to the recipient and our receipt of such notice, you must show good cause, verifiable to our satisfaction, why the damage was not discovered earlier and timely notification not given.

(i) As a condition of considering any claim for damage, you must make the shipment and the original shipping cartons and packing available for our inspection at our option at the delivery location and you must retain all such materials until the claim is concluded.

(j) Only one claim can be filed in connection with a shipment. Acceptance of payment of a claim shall extinguish any right to recover in connection with that shipment.

(k) Claims must be submitted to:

Federal Express Canada Corporation  
Cargo Claims Department  
5985 Explorer Drive  
Mississauga, ON, L4W 5K6

Claims may also be submitted through [fedex.ca](https://fedex.ca) within the time limits referenced above.

(l) FAILURE TO COMPLY WITH ANY OF THE ABOVE CONDITIONS, INCLUDING THE TIME LIMITS, WILL RESULT IN THE DENIAL OF YOUR CLAIM, AND WE WILL HAVE NO LIABILITY OR OBLIGATION TO PAY YOUR CLAIM. THE FILING OF A LAWSUIT DOES NOT CONSTITUTE COMPLIANCE WITH THE ABOVE NOTICE PROVISIONS.

(m) Any claim for damages or other relief arising out of or relating in any way to this FedEx Service Guide, or the services we provided to you, or offered to provide, or the consideration that you paid or agreed to pay to us for such services, or the interpretation or application of these Terms and Conditions, containing a request for monetary or injunctive relief that, if

allowed or granted, would have a reasonable value in excess of \$1,000,000 inclusive of all claims asserted by you in conjunction with others or on behalf of others, shall be resolved by arbitration pursuant to the Ontario Arbitration Act, 1991. The arbitrator shall be responsible for determining whether a claim meets the requirements for resolution by arbitration under this provision. We agree to pay all filing and other administrative fees necessary to initiate any such arbitration, subject to the right of the arbitrator to reallocate and assess such fees against other parties to the arbitration in accordance with the arbitration rules applicable to the proceedings.

(n) You will have no right to commence any legal action or arbitration proceedings against us for damages unless you have fully complied with all applicable notice periods in these Terms and Conditions including, but not limited to, the periods for providing notice under the "Billing", "Claims, Legal Action and Arbitration" and "FedEx Money-Back Guarantee" sections.

(o) Any right to claim damages against us shall be extinguished unless an action or arbitration proceeding is commenced within two (2) years from the date of delivery of the shipment or from the date on which the shipment should have been delivered. No action or arbitration proceeding for any damages or other relief may be commenced against us thereafter.

(p) You agree that you will not sue us as a class plaintiff or class representative, join a class as a member, or participate as an adverse party in any way in a class action lawsuit or class proceeding of any nature against us. For greater certainty, you agree to waive any right you may have to commence or participate in any class action against us and, where applicable, you also agree to opt out of any class proceeding against us. However, nothing in this paragraph limits your right to bring a lawsuit as an individual plaintiff or commence an arbitration proceeding against us as otherwise permitted by these Terms and Conditions.

(q) To the extent any court finds that provincial rather than federal law applies to any provision of these Terms and Conditions, the controlling law is the substantive law of the province in which you tendered your shipment to us.

(r) The performance of any services does not make us an agent of the shipper or any third party for any purpose.

(s) You agree to waive any claim against us for punitive, special, exemplary or aggravated damages.

(t) You agree to waive any right to have any claim against us tried before a jury.

### Collect on Delivery (C.O.D.) Service

FedEx Express does not offer C.O.D. service. C.O.D. means that charges for the shipment delivered, as well as transportation charges, are collected from the recipient. It is different from the "Bill Recipient" option described above in "Billing", which we do accept. A package or shipment marked "C.O.D." will be returned and all related return charges billed to the original sender.

### Credit Terms

The invoice date begins the credit term cycle and payment for transportation charges must be received within 15 days from the invoice date. Duties and taxes are payable upon receipt of invoice. Failure to keep your account current will result in your being placed on a "cash only" status and may result in late payment fees. This status may impair your ability to use our services and may have an effect on your discount program. If your account is placed on a "cash only" status, credit privileges may not be restored until you have paid all past-due balances in full or other arrangements are made satisfactory to FedEx. If an action is filed to collect unpaid charges, you agree to be liable for all costs which include, but are not limited to, legal fees, interest, and court costs. We do not provide consumer credit privileges.

### Customs Clearance (International only)

(a) All shipments that cross international borders must be cleared through customs in the destination country prior to delivery to the recipient. Clearance requires the presentation of the shipment information to customs officers in the destination country and may also require the presentation of the shipment and accompanying paperwork. The duties of these customs officials may include verifying the value and description of the contents (which may include opening the package).

Visit the FedEx Document Preparation Centre™ at [fedex.ca](http://fedex.ca) or call 1.800.GoFedEx 1.800.463.3339 for details on documentation requirements. All non-document shipments sent to international destinations must have a description and commercial transaction value for customs even if the shipment is not for resale.

(b) Except as provided below, and wherever local law allows, we will submit your shipment information to customs and other appropriate regulatory agencies for clearance, and may advance duties and taxes on behalf of the payor provided appropriate credit arrangements have been made in advance (See "Billing" and "Duties and Taxes"). Wherever permissible by local law, FedEx Express services include customs clearance of your international shipments unless otherwise stated (e.g., use of FedEx® International Broker Select). However, where we incur additional time or expense clearing an import shipment due to the commodities being imported or special brokerage processing, FedEx reserves the right to impose a fee ("Ancillary Fee"). (See Special Handling Fees in the FedEx Express Rate Guide). These may include,

without limitation, ancillary fees associated with account security fees, additional entry line items, after hours clearance, broker routing fees, business number registrations, duty and tax claims, import permits, low value document exception handling, low value entry exceptions, customs entry corrections or amendments, clearance charges involving other government agencies, storage fees, temporary imports, transfers in bond, and for other special brokerage processing. **WHETHER AN ANCILLARY FEE IS IMPOSED OR NOT AND DESPITE ANY OTHER PROVISION IN THESE TERMS AND CONDITIONS, WITH RESPECT TO ANY ACTIVITIES UNDERTAKEN BY FEDEX IN RELATION TO COMMODITIES BEING IMPORTED INTO OR EXPORTED FROM CANADA, FEDEX WILL NOT BE LIABLE FOR ANY CANADIAN GOVERNMENT AGENCY FINES OR PENALTIES (INCLUDING, WITHOUT LIMITATION, CANADIAN ADMINISTRATIVE MONETARY PENALTY SYSTEM PENALTIES) (COLLECTIVELY, "AMPS PENALTIES") LEVIED AGAINST FEDEX AND/OR YOU, EVEN ARISING FROM THE NEGLIGENCE OF FEDEX, AND YOU AGREE TO INDEMNIFY US AGAINST ANY SUCH AMPS PENALTIES.** If local law requires that the shipments be cleared through customs by the recipient, customs paperwork will be delivered to the recipient. In these cases, delivery of paperwork constitutes shipment delivery.

(c) In some instances, at our option, we accept instructions from recipients to use a designated customs broker other than FedEx (or the broker selected by FedEx) or the broker designated by the shipper.

(d) When shipments are held by customs authorities or other agencies for incorrect or missing documentation, we may attempt first to notify the recipient. If local customs law requires the information to be submitted by recipient and the recipient fails or is unable to do so within a reasonable time, as we may determine, the shipment will be considered "undeliverable" (See "Undeliverable Shipments"). If the recipient fails or is unable to supply the information and if local customs law allows the sender to submit that information, we may attempt to notify the sender. If the sender also fails to supply the information requested within a reasonable time, as we may determine, the packages will be considered "undeliverable" (See "Undeliverable Shipments"). We assume no responsibility for our inability to complete a delivery due to incorrect or missing documentation, whether or not we attempt to notify the recipient or sender. We assume no responsibility for our inability to notify the recipient or sender.

(e) Shipments other than Personal, Inter-office, and Business (PIB) documents (excluding negotiable stocks, bonds, cash letters and other negotiable instruments equivalent to cash which are not acceptable; see "Restrictions") may require additional time for delivery due to customs clearance procedures. Shipments requiring documentation in addition to the air waybill (i.e., a Commercial Invoice) may require additional transit time.

(f) PROPER COMPLETION OF NECESSARY DOCUMENTATION AND ACCURATE COMMODITY DESCRIPTIONS AND VALUATIONS ARE YOUR RESPONSIBILITY.

(g) U.S. Customs regulations require the IRS Employer Identification Number (EIN) or, if an individual, the Social Security Number (SSN), of the U.S. recipient for certain packages being shipped into the U.S. U.S. Customs regulations apply to import shipments with a declared value for customs of US\$2,000\* or more, for shipments containing plastics, toys, games, or sporting equipment valued at US\$250\* or more, and for the following commodities valued at US\$5\* or more: textile or textile products, clothing, leather or leather products, footwear and headwear, all FDA regulated commodities, or other goods that are restricted or controlled requiring a formal entry by the U.S. Customs service.

Canadian Customs regulations require the Business Number (BN) of the Canadian recipient for commercial shipments entering Canada.

This information should be included on the air waybill and Commercial Invoice on all inbound shipments to the U.S. and Canada, respectively. All packages scheduled for delivery which do not have the EIN or BN (for Canadian imports) number will be detained until that information can be obtained. Canada Customs regulations also require agents to obtain written authorization from the importer of record in order to transact business with the Canada Border Services Agency on behalf of the importer of record. This authority to act as agent must be in writing and may be continuous or for a specific period of time until it is cancelled in writing. To grant this authorization to FedEx, you must complete and execute the Federal Express Canada Corporation. General Agency Agreement and Power of Attorney with Power to Appoint a Sub-Agent document available at the FedEx Document Preparation Centre at [fedex.ca](http://fedex.ca) or call 1.800.GoFedEx 1.800.463.3339.

\*This limit is subject to change. Call 1.800.GoFedEx 1.800.463.3339 for details on documentation requirements.

(h) You are responsible for, and warrant your compliance with, all applicable international treaties, laws, government regulations, orders or requirements including, but not limited to, customs and import laws and regulations of any country to, from, through or over which your shipment may be carried. You agree to furnish such information and complete such documents as are necessary to comply with such treaties, laws, regulations, orders or requirements.

We assume no liability to you or any other person due to your failure to comply with this provision.

(i) FedEx Express® International Broker Select ("Broker Select") permits shippers to use FedEx International Priority®, FedEx® International Economy, FedEx® International Priority Freight and



FedEx® International Economy Freight service while designating a specific customs broker other than FedEx or our designated broker. In some cases, your choice of customs broker may be limited to certain locations. Broker Select is available only to selected countries and only where the Broker Selection box is completed on the applicable air waybill. Broker Select is not available for FedEx International Next Flight® or FedEx International First®. The Terms and Conditions in this FedEx Service Guide apply to Broker Select shipments with the following modifications:

**1. Delivery Commitment:** If the sender or recipient specifies a customs broker other than FedEx or our designated broker (where this service is available) and if the shipment is to be released to the designated broker in bond, our delivery commitment is met if we notify the broker of the availability of the shipment by noon for FedEx International Priority shipments and 5 p.m. for FedEx International Economy shipments on the first business day the shipment is scheduled to be available for customs clearance in the destination country, and such notification constitutes timely delivery. If the actual shipment is released to the broker in bond, our responsibility terminates at the time we relinquish custody of the shipment to the broker.

However, if we retain custody of the shipment and are responsible for the delivery of the shipment following receipt of the appropriate customs release paperwork from another customs broker, our delivery commitment time is modified by adding one business day for each day (or portion thereof) that our receipt of the paperwork is delayed.

**2. FedEx Money-Back Guarantee:** Broker Select shipments for which we fail to meet the delivery commitments described in paragraph (1) above are eligible for the FedEx Money-Back Guarantee subject to the terms and conditions herein.

**3. Saturday Service** is not available for Broker Select shipments.

**4. An additional routing surcharge** applies to your Broker Select shipments if:

- (i) A customs broker designated by you clears your shipment;
- (ii) We deliver the shipment to the recipient; and,
- (iii) The recipient's location is served by a different FedEx clearance point than the broker's.

The amount of this charge varies according to destination. Call 1.800.GoFedEx 1.800.463.3339 for details.

**5. An unlimited number of commodities** may be shipped using a single air waybill.

**6. Declared value for carriage and customs limits** vary by country.

**7. Commodity acceptability:**

(i) All commodities currently acceptable for FedEx International Priority, FedEx International Economy, FedEx International Priority Freight and FedEx International Economy Freight.

(ii) In addition, the following items are acceptable for Broker Select; however, certain restrictions do apply. Please contact FedEx Customer Service for destination requirements:

a. Products from animals, marine life or fowl:

Note: For U.S. imports, these commodities are acceptable to only these cities:

- MSY/New Orleans, LA
- ORD/Chicago, IL
- JFK/New York City, NY
- PDX/Portland, OR
- SEA/Seattle, WA
- SFO/San Francisco, CA
- DFW/Dallas/Ft. Worth, TX
- HNL/Honolulu, HI
- MCO/Orlando, FL
- LAX/Los Angeles, CA
- MIA/Miami, FL

b. Plants and plant products;

c. Personal effects shipments claiming exemption from duty; and

d. Shipments moving under Temporary Import Bonds (TIB). Some restrictions apply. Call 1.800.GoFedEx 1.800.463.3339 for restrictions.

**8. If a broker's address is found to be incomplete or incorrect**, we may attempt to find the correct address and to complete the delivery, but we assume no responsibility for our failure to complete delivery under such circumstances. Incorrect postal codes, omitted suite/apartment numbers and former street addresses for brokers who have relocated are examples of addresses requiring corrections. A special handling fee per correction will be assessed for this service for Canadian export shipments. If the correct address can't be determined or if the broker can't be reached, we may attempt to contact the sender for address clarification or instructions to return the shipment. We will not be liable for failing to meet our delivery commitment time for any shipment with an incomplete or incorrect broker address. (See "Undeliverable Shipments").

**9. FedEx® Envelope and FedEx® Pak shipments** are not eligible for Broker Select.

**10. FedEx will not advance or bill any duties and taxes** if the Broker Select service has been selected.

**11. FedEx reserves the right to clear the shipment** if the broker cannot be determined or will not perform clearance or if complete broker information is not provided (including name, address, phone and postal code). If FedEx clears the shipment, all terms and conditions of FedEx International Priority or FedEx International Economy, as applicable, apply.

**12. FedEx may route the shipment to the FedEx bonded warehouse** closest to the broker.

## Dangerous Goods

(a) FedEx accepts most IATA classes of dangerous goods to and from and within Canada and to designated points in Europe, Japan and the U.S. (except Alaska, other than Anchorage, Kenai, Juneau and Fairbanks). This is subject to change without notice. Certain exceptions and restrictions apply; see "Restrictions (International)" and "Restrictions (Intra-Canada)", or contact 1.800.GoFedEx 1.800.463.3339 for details.

(b) Separate air waybills must be used when dangerous goods and non-dangerous goods shipments are sent to the same recipient on the same day. The FedEx® Expanded Service International Air Waybill must be used for all international dangerous goods shipments. In addition, each dangerous goods shipment must be accompanied by the "Shipper's Declaration for Dangerous Goods" form. A 24-hour emergency response telephone number must appear on each separate "Shipper's Declaration for Dangerous Goods" form for all U.S. and international dangerous goods shipments and on shipments within Canada as required by the Canadian Transportation of Dangerous Goods Regulations. If a multiple piece shipment contains dangerous goods and non-dangerous goods, the dangerous goods packages must be listed first on the air waybill. The original "Shipper's Declaration for Dangerous Goods", along with the air waybill number and the recipient's complete name, address and phone number, must be attached to the dangerous goods package.

(c) Dangerous goods may NOT be packaged in the FedEx Envelope, FedEx Pak, FedEx® Box, FedEx® Tube, FedEx® 10kg Box or FedEx® 25kg Box with the exception of permitted IATA Section II lithium batteries which may be shipped in FedEx boxes and tubes. All packages containing dangerous goods must be limited to the materials and quantities authorized for air transport in accordance with IATA Dangerous Goods regulations and the Canadian Transportation of Dangerous Goods Act and Regulations, where applicable.

(d) There will be a special handling fee for each shipment of dangerous goods.

(e) Dangerous goods shipments may be dropped off at specified FedEx Ship Centres on Saturday; in such an event add one day to the delivery commitment. Saturday pickup and delivery of dangerous goods may be available at certain locations only. Call 1.800.GoFedEx 1.800.463.3339 for availability.

(f) Dangerous goods shipments are not accepted at all FedEx Ship Centres. They may NOT be dropped off at FedEx Authorized ShipCentres®, FedEx OnSite locations or FedEx Express® Drop Boxes. FedEx Express shipments containing permitted IATA Section II lithium batteries may be placed in FedEx Express Drop Boxes. Please contact FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 for complete details.

(g) Hold at FedEx Location is only available at certain Canadian, European and U.S. FedEx locations. See "Hold at FedEx Location" or call FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 for details.

(h) For a list of dangerous goods acceptable for carriage, depending on destination, see "Restrictions (International)" and "Restrictions (Intra-Canada)". Call 1.800.GoFedEx 1.800.463.3339 for complete details.

(i) Dangerous goods may not be shipped using FedEx Economy®, FedEx First Overnight®, or FedEx International Economy services. Notwithstanding the foregoing, inaccessible dangerous goods, as that term is defined by FedEx, are acceptable for FedEx International Economy service for delivery from Canada to the U.S. only. Dry Ice is accepted for FedEx International First, FedEx First Overnight, FedEx 2Day®, FedEx Priority Overnight®, FedEx Standard Overnight™, FedEx International Priority, FedEx International Economy (Canada to U.S. shipments only), FedEx International Priority Freight, FedEx International Economy Freight, and FedEx 1Day® Freight services up to designated weight limits allowed. The Dry Ice Surcharge is applicable to the following services: FedEx First Overnight, FedEx Priority Overnight, FedEx Standard Overnight, FedEx 2Day, FedEx International First, FedEx International Priority, and FedEx International Economy (Canada to U.S. shipments only). If a shipment contains both dry ice and dangerous goods (accessible or inaccessible), only dangerous goods charges will be assessed (the Dry Ice Surcharge will not be assessed).

(j) FedEx is not required to add dry ice to packages in its system, nor to provide re-icing services.

(k) NOTE: We are required by law to report improperly declared or undeclared shipments of dangerous goods to the appropriate regulatory or government authorities.

(l) Shipments containing dangerous goods (except for dry ice) are not eligible for FedEx return options.

(m) Lithium batteries (UN 3090) that are Primary Non-Rechargeable require pre-approval to ship. This applies to IATA Section IA and Section IB lithium batteries. For details, go to [fedex.com](http://fedex.com) and enter keyword "lithium batteries." FedEx Express does not accept UN 3090



and UN 3480 lithium batteries tendered as IATA Section II shipments; they must be tendered as fully regulated IATA Section IA or IB. In addition, FedEx Express does not accept waste batteries or batteries being shipped for recycling or disposal, including damaged or defective batteries (see IATA variation FX-04).

#### **Declared Value and Limits of Liability (Not Insurance Coverage)**

(a) "Declared value for carriage" is required by FedEx to help determine transport liability limits, while "declared value for customs" is required by customs officials for possible assessment of duties and taxes. **The declared value for carriage of any shipment (subject to the maximum amounts specified below) represents our maximum liability in connection with a shipment, including, but not limited to, any loss, damage, delay, mis-delivery, nondelivery, misinformation, any failure to provide information, or mis-delivery of information relating to the shipment.** It is the shipper's responsibility to prove actual damages. Exposure to, and risk of, any loss in excess of the declared value for carriage (or in excess of the maximum amounts specified below) is assumed by the shipper. You may transfer this risk to an insurance carrier of your choice through the purchase of an insurance policy. Contact an insurance agent or broker if you desire insurance coverage. **WE DO NOT PROVIDE INSURANCE COVERAGE OF ANY KIND.**

(b) The declared value for carriage amount cannot exceed the declared value for customs amount.

(c) The declared value for customs amount must agree with the value shown on the Commercial Invoice.

(d) Road Transport Notice. Shipments transported solely by road to or from a country which is a party to the Convention on the Contract for the International Carriage of Goods by Road, and applicable amendments ("CMR"), are subject to the provisions of the CMR, notwithstanding any other terms and conditions of this FedEx Service Guide to the contrary. For these shipments transported solely by road, if a conflict arises between the provisions of the CMR and the Terms and Conditions in this FedEx Service Guide, the provisions of the CMR shall prevail. Any carriage of your shipment by road, whether international or intra-Canada, may also be subject to other international treaties, laws, government regulations, orders or requirements which may govern and serve to limit our liability for loss, damage, delay, mis-delivery, nondelivery, misinformation, any failure to provide information, or mis-delivery of information relating to the shipment.

#### **(e) Limitation of Liability.**

**1. Intra-Canada — Our maximum liability for loss, damage, delay, mis-delivery, nondelivery, misinformation, any failure to provide information, or mis-delivery of information relating to the shipment, even if caused by our negligence or gross negligence, is limited to \$100 unless you declare a higher value for carriage (subject to the maximum amounts specified below) on the air waybill and a charge is paid therefor or as provided in paragraph (f) below.**

**2. International — If not governed by the Warsaw Convention or Montreal Convention (See "Carriage Under International Conventions" for international shipments governed thereby), the CMR, or international treaties, laws, government regulations, orders, or requirements as noted above, our maximum liability for loss, damage, delay, mis-delivery, nondelivery, misinformation, any failure to provide information, or mis-delivery of information relating to the shipment, even if caused by our negligence or gross negligence, is limited to \$100 unless you declare a higher value for carriage (subject to the maximum amounts specified below) on the air waybill and a charge is paid therefor or as provided in paragraph (f) below. If the Warsaw Convention as amended by Montreal Protocol No. 4 applies to your shipment, our liability is limited to 17 Special Drawing Rights (SDRs) per kilo, unless you declare a higher value for carriage and pay the required fee. If the Montreal Convention applies to your shipment, our liability is limited to 19 Special Drawing Rights (SDRs) per kilo, unless you declare a higher value for carriage and pay the required fee.**

(f) If you declare a higher value for carriage, an additional charge will be assessed for each \$100 (or fraction thereof) by which the declared value for carriage exceeds \$100, the Warsaw Convention liability limit or the Montreal Convention liability limit, whichever is applicable, up to the maximum amounts specified below. Subject to the application of the Warsaw Convention and Montreal Convention, whether you declare a higher value for carriage and pay the additional charge or not, our maximum liability for loss, damage, delay, mis-delivery, nondelivery, misinformation, any failure to provide information, or mis-delivery of information relating to the shipment will be the lesser of the shipment's repair costs, its depreciated value or its replacement costs or your declared value for carriage (up to the maximum amounts specified below).

(g) **Declared Value for Customs and Carriage Limits. All shipments containing items of extraordinary value are limited to a maximum declared value for carriage of \$1,000, the Warsaw Convention liability limit or the Montreal Convention liability limit, whichever is applicable (See paragraph "j" below). The maximum declared value we allow for customs and carriage per air waybill for each FedEx Envelope and FedEx Pak shipment is \$100 (for intra-Canada shipments) or the greater of**

**\$100 and the applicable Convention liability limit (for international shipments). Goods with a value (actual or declared) exceeding \$100 should not be shipped in a FedEx Envelope or FedEx Pak. Except as otherwise noted above, the maximum declared value for carriage for a shipment sent via FedEx 1Day® Freight service is limited to \$100,000 and for all other intra-Canada shipments is limited to \$50,000. For international shipments, the maximum declared value for customs and/or carriage may differ from country to country and may depend on the contents of the shipment. In the absence of any destination country specific provisions or laws specifying a lower maximum declared value for carriage, the maximum declared value for carriage for shipments sent via FedEx International Priority Freight and FedEx International Economy Freight is \$100,000 and for all other international shipments is \$50,000. Under no circumstances will the maximum declared value for carriage exceed the maximum specified herein. Please call 1.800.GoFedEx 1.800.463.3339 or visit [fedex.ca](http://fedex.ca) for more details.**

If you send more than one package on an air waybill, the declared value for carriage of each package will be determined by dividing the total declared value for carriage by the number of packages in the shipment, unless you produce documentary evidence sufficient to support a different allocation. If you send more than one package on an air waybill and there is no declared value for carriage stated, the limit of liability will be calculated based on the average weight per piece in the shipment. The average weight will be determined by dividing the total weight by the total number of pieces in the shipment and then calculating the limit of liability under the Warsaw Convention or Montreal Convention (as applicable) using the average weight of the piece, unless you produce documentary evidence to support a different allocation. In no event may the declared value of any individual package exceed the declared value of the shipment.

(h) **Liabilities Not Assumed. In any event, we will not be liable for any damages, whether direct, incidental, special or consequential (including but not limited to loss of income or profits), in excess of the declared value for carriage (subject to the maximum amounts specified herein), \$100, the Warsaw Convention liability limit or the Montreal Convention liability limit, whichever is applicable, subject to paragraph (f) above, whether or not we knew or should have known that such damages might be incurred. We will not be liable for your acts or omissions, including but not limited to incorrect declaration of the shipment, improper or insufficient packing, securing, marking or addressing of the shipment, or for the acts or omissions of the recipient or anyone else with an interest in the shipment. Also, we will not be liable if you or the recipient violate any of the Terms and Conditions of this FedEx Service Guide. We will not be liable for loss, damage, delay, mis-delivery, nondelivery, misinformation, any failure to provide information, or mis-delivery of information relating to shipments of cash, currency or other prohibited items (See "Restrictions (International)" and "Restrictions (Intra-Canada)". See "Liabilities Not Assumed" below for a more detailed description. We will not be liable for loss, damage, delay, mis-delivery, nondelivery, misinformation, any failure to provide information, or mis-delivery of information relating to the shipment caused by events we cannot control. You should contact an insurance agent or broker if insurance coverage is desired. WE DO NOT PROVIDE INSURANCE COVERAGE OF ANY KIND.**

(i) No Warranties. We make no warranties, express or implied.

(j) The following items of extraordinary value are limited to a maximum declared value for carriage of \$1,000 (for intra-Canada shipments) or the greater of \$1,000 and the relevant Convention liability limit (for international shipments). Please note that some of the following items may be totally prohibited for import into certain countries or may be subject to the lower declared value limitations provided above. Call FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 for details. The following list is subject to revision without notice:

- Artwork, including any work created or developed by the application of skill, taste or creative talent, for sale, display or collection. This includes, but is not limited to, items (and their parts) such as paintings, drawings, vases, tapestries, limited-edition prints, fine art, statuary, sculpture, collectors' items, customized or personalized musical instruments.
- Film, photographic images, including photographic negatives, photographic chromes, photographic slides.
- Any commodity that by its inherent nature is particularly susceptible to damage, or the market value of which is particularly variable or difficult to ascertain.
- Antiques, or any commodity that exhibits the style or fashion of a past era and whose history, age or rarity contributes to its value. These items include, but are not limited to, furniture, tableware, and glassware.
- Glassware, including, but not limited to, signs, mirrors, ceramics, porcelains, china, crystal, glass, framed glass, plasma screens and any other commodity with similarly fragile qualities.
- Plasma screens.
- Jewellery, including, but not limited to, costume jewellery, watches and their parts, mount gems or stones (precious or semi-precious, cut or uncut), industrial diamonds and jewellery

made of precious metal.

- Furs, including, but not limited to, fur clothing, fur trimmed clothing and fur pelts.
- Precious metals, including, but not limited to, gold and silver bullion or dust, precipitates or platinum (except as an integral part of electronic machinery).
- Collectors items such as sports cards, souvenirs and memorabilia. (Coins and stamps may not be shipped.)
- Guitars and other musical instruments that are more than 20 years old.

(k) Any effort to declare a value in excess of the maximum amounts allowed in this FedEx Service Guide is null and void and the acceptance for carriage of any shipment bearing a declared value in excess of the maximum amounts allowed does not constitute a waiver of any provision of this FedEx Service Guide as to such shipment.

(l) Regardless of the declared value of a package, our liability for loss, damage, delay, mis-delivery, nondelivery, misinformation, any failure to provide information, or mis-delivery of information, will not exceed its repair cost, its depreciated value or its replacement cost, whichever is less.

(m) The shipper is responsible for accurately completing the air waybill and other shipping documents, including completion of the declared value section. We cannot honour requests to change the declared value information on the air waybill after the shipment has been tendered for carriage.

(n) The maximum declared value for a return shipment generated by the FedEx Print Return Label or FedEx Email Return Label is \$100 unless a higher value is declared in accordance with this section of the Guide.

(o) We are not liable for any damage to a shipment or any claim arising out of the use of a FedEx return option unless the shipment was lost during delivery or there was visible damage noted by the FedEx courier at the time of delivery. We are not liable for any concealed damage to items returned using a FedEx return option. Receipt of the shipment by the recipient without notice of damage on delivery is prima facie evidence that the shipment was delivered in good condition. Our liability for any loss or damage will not exceed the actual amount of the damage or the declared-value amount, whichever is lower. All other terms and conditions related to FedEx Express claims regulations apply for shipments sent via a FedEx return option.

## Delivery Signature Options

FedEx offers Delivery Signature Options for shippers. Not available for all shipments or to all destinations.

(a) **No Signature Required.** FedEx may release the package without obtaining a signature.

(b) **Indirect Signature Required.** FedEx will obtain a signature in one of three ways:

1. From someone at the delivery address; or
2. From a neighbour, building manager or other person at a neighbouring address; or
3. Where available, the recipient can sign a FedEx door tag or other FedEx-approved means to authorize release of the package without anyone present.

If delivery cannot be completed in these ways, FedEx may reattempt delivery. In Canada and the U.S., Indirect Signature Required is available for residential shipments only.

(c) **Direct Signature Required.** FedEx will obtain a signature from someone at the delivery address. If no one is at the address, FedEx may reattempt delivery.

(d) **Adult Signature Required.** For shipments to Canada, FedEx will obtain a signature from someone at least 19 years old (government-issued photo identification required) at the delivery address. For shipments to other destinations, FedEx will obtain a signature from someone at the delivery address who is at least the age of majority in the destination country. Government-issued photo identification or other identification customarily accepted by local authorities required. In all cases, if there is no eligible recipient at the delivery address, FedEx may reattempt delivery.

(e) Special handling fees may apply. See the FedEx Express Rate Guide for details.

(f) FedEx will follow its standard delivery procedures if a signature option is not selected. These procedures may include releasing a shipment without obtaining a signature. If you require a signature for a shipment, select an appropriate Delivery Signature Option.

(g) Choosing a Delivery Signature Option overrides a signature release.

(h) FedEx will assess the Delivery Signature Option charge if the shipper requests the Option, even if a signature is not obtained, or the Delivery Signature Option requested is not available, or FedEx is unable to provide a copy of the signature obtained at delivery.

(i) Also see the Liabilities Not Assumed, Pickup and Delivery, and Routing and Re-Routing sections.

## Dimensional Weight (Volumetric Weight)

FedEx may, at any time during the carriage of the shipment, assess additional transportation charges based on dimensional weight, which is a volumetric standard. Dimensional weight pricing is applicable on a per-package basis. For intra-Canada and international packages, dimensional weight is calculated by multiplying length x height x width of a package and dividing by 139 cubic inches per pound (if multiplied in inches) or by 5,000 cubic centimetres per kilogram (if multiplied in centimetres). If the result exceeds the actual weight, charges may be assessed based on the dimensional weight.

## Drop-Off

Most shipments may be dropped off at FedEx locations, including FedEx Ship Centres, FedEx Authorized ShipCentres, FedEx OnSite locations, or FedEx Express Drop Boxes. Please call 1.800.GoFedEx 1.800.463.3339 to see if your shipment can be dropped off. See "Dangerous Goods" for restrictions on dropping off dangerous goods.

## Duties and Taxes

(a) For international shipments, duties and all applicable taxes may be assessed on the contents of packages. Such charges will be billed automatically to the recipient unless the "Bill Sender Duties and Taxes" or "Bill Third Party Duties and Taxes" box is marked on the air waybill. In order to "Bill Sender" or "Bill Third Party", a valid FedEx account number, Power of Attorney, Customer Profile Guide (CPG) and Business Number (Canada)/Employer Identification Number or Social Security Number (U.S.) must be provided. "Bill Sender Duties and Taxes" and "Bill Third Party Duties and Taxes" are options available only to specified locations. Call 1.800.GoFedEx 1.800.463.3339 for information regarding your delivery location. REGARDLESS OF PAYMENT INSTRUCTIONS TO THE CONTRARY, THE SHIPPER IS ULTIMATELY RESPONSIBLE FOR THE PAYMENT OF ALL APPLICABLE DUTIES AND TAXES IF PAYMENT IS NOT RECEIVED.

(b) Invoices for duties and taxes and the advancement fee are payable upon receipt.

(c) Wherever local law allows, we will submit your shipments to customs and other appropriate regulatory agencies for clearance, and may advance duties and taxes on behalf of the payor provided we have the appropriate authorization and credit arrangements have been made in advance.

(d) In the event FedEx advances duties and taxes on any given shipment on behalf of the payor, the payor will be assessed an advancement fee based on a flat rate or percentage of the total amount advanced. This surcharge will vary depending on the destination country. For Canada import shipments, the surcharge is 2.5% of the total amount advanced or \$10, whichever is greater.

(e) Reimbursement On Delivery (R.O.D.)

- In certain cases, FedEx will require importers to pay customs duties and taxes at or prior to delivery of the shipment.

- These importers include customers with poor credit histories, customers without a valid FedEx account number, new FedEx customers, hotel guests, and departments within institutions.

(f) All requests for adjustments for overcharges for duties and taxes must be submitted in writing. Each written request must specify the air waybill number, reason for dispute, and be supported by all necessary customs documentation.

(g) All requests for duty and tax rebills must be made within 90 days from invoice date and require written or verbal consent from the bill-to party assuming liability for payment. The party requesting the rebill must obtain such consent.

(h) Local customs agencies may levy customs duties, import taxes and/or sales taxes or any other relevant duties and taxes in arrears, as well as fines, penalties and/or late payment interest on FedEx when inaccurate or incomplete clearing information and/or documentation — such as invoices, customs values, currencies or commodity codes — has been provided in relation to a Shipment. If the inaccurate or incomplete information or documentation in connection with a Shipment was provided to FedEx by, on behalf of, on the instruction of or under the responsibility of the Shipper or Recipient, the Shipper, Recipient and — if applicable — the responsible third party will be jointly and severally liable towards FedEx for any such amounts.

## Export Control Laws

You are responsible for, and warrant your compliance with, all applicable laws, rules and regulations, including, but not limited to, the export laws and government regulations of any country to, from, through or over which your shipment may be carried. Any FedEx Returns service shipments that are forwarded to a third country must also comply with the export control requirements of the original merchant country. You agree to furnish such information and complete and attach to the air waybill such documents as necessary to comply with such laws, rules and regulations. FedEx will not carry shipments that violate any Canadian export laws. We assume no liability to you or any other person for any loss or expense — including, but not limited to, fines and penalties — if you fail to comply with any export laws, rules or regulations.

## Fuel Surcharges

We reserve the right to assess fuel and other surcharges on shipments without notice. The duration and amount of any surcharge will be determined at our sole discretion. By tendering your shipment to FedEx, you agree to pay all applicable surcharges, as determined by FedEx.

## Hold at FedEx Location

Shipments marked "Hold at FedEx Location" (formerly known as "Hold and Notify" and "Hold for Pickup") will be held at the FedEx destination location for pick up by the recipient (providing this service is available at the destination station; contact FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 for availability). Hold at FedEx Location is not available for dangerous goods shipments at many Canadian, European, Japanese or U.S. FedEx locations. Hold at FedEx Location is not available for FedEx International First and FedEx First Overnight shipments. The recipient may be contacted by telephone, fax or email after the shipment arrives in the destination city provided that the sender has listed the telephone, fax number and/or email address of the recipient on the air waybill. After being held for five (5) business days at the destination office, the shipment will be considered undeliverable (See "Undeliverable Shipments"). FedEx Ship Centre hours vary from country to country. Contact FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 or visit [fedex.ca](http://fedex.ca) for further details.

## Inspection of Shipments

Without notice, we may, at our sole discretion, inspect via non-intrusive technological means and/or open and inspect any shipment and its contents at any time. Customs authorities, or other governmental authorities, may also open and inspect any shipment and its contents at any time.

## Liabilities Not Assumed

WE WILL NOT BE LIABLE FOR ANY DAMAGES, WHETHER DIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL, IN EXCESS OF THE DECLARED VALUE OF A SHIPMENT OR THE CONVENTION LIABILITY LIMIT, WHETHER OR NOT WE KNEW OR SHOULD HAVE KNOWN THAT SUCH DAMAGES MIGHT BE INCURRED, INCLUDING, BUT NOT LIMITED TO, LOSS OF INCOME OR PROFITS.

We will not be liable or responsible for loss, damage or delay caused by events we cannot control.

We will not be liable for, nor shall any adjustment, refund or credit of any kind be made as a result of, any loss, damage, delay, mis-delivery, nondelivery, misinformation or any failure to provide information except as may result from our sole negligence. We will not be liable for, nor will any adjustment, refund or credit of any kind be given as a result of, any loss, damage, delay, mis-delivery, nondelivery, misinformation or failure to provide information caused by or resulting in whole or in part from:

- (a) The act, default or omission of any person or entity, other than FedEx, including those of any local, provincial or federal government agencies.
- (b) The nature of the shipment or any defect, characteristic or inherent vice thereof.
- (c) Your violation of any of the Terms and Conditions in this FedEx Service Guide, the air waybill, and any applicable tariff, including, but not limited to, improper or insufficient packing, securing, marking or addressing, failure to tender cargo banded to a skid on all sides as specified in these terms and conditions, or failure to observe any of the rules relating to shipments not acceptable for transportation or shipments acceptable only under certain conditions. More information on proper packaging is included in this FedEx Service Guide.
- (d) Your violation of any applicable international treaty, law, government regulation, order or requirement.
- (e) "Acts of God", perils of the air, public enemies, criminal acts of any person(s) or entities, including, but not limited to, acts of terrorism, public authorities acting with actual or apparent authority, acts or omissions of customs or quarantine officials, riots, strikes or anticipated strikes (of any entity, including, but not limited to, other carriers, vendors or suppliers), other local disputes, civil commotion, hazards incident to a state of war, weather conditions (as determined solely by FedEx), natural disasters (earthquakes, floods and hurricanes are examples of natural disasters), national or local disruptions in air or ground transportation networks (as determined solely by FedEx), conditions that present a danger to our personnel, or disruption or failure of communication and information systems (including, but not limited to, our systems). In such circumstances, we will make reasonable efforts to transport and deliver packages to their destination as quickly as practicable under the circumstances; and we are under no duty to advise you of the potential or actual existence of any one or more of these circumstances.
- (f) Amendments, modifications and supplements of the FedEx service schedule in the event of any of the matters referred to in paragraph (e) above. In such circumstances, we will make reasonable efforts to transport and deliver packages to their destination as quickly as practicable under the circumstances; and we are under no duty to advise you of the potential or actual existence of any one or more of these circumstances.
- (g) Dangerous goods shipments that the shipper did not properly declare, including improper documentation, markings, labels and packaging. FedEx will not pay a claim on undeclared or

hidden dangerous goods and the FedEx Money-Back Guarantee does not apply.

(h) Our compliance or noncompliance with verbal or written delivery instructions from the sender, recipient or persons claiming to represent the shipper or recipient, including requests made by the recipient via delivery-option tools provided by FedEx.

(i) Loss of, or damage to, articles packed and sealed in packages by the sender, provided the seal is unbroken at the time of delivery and the package retains its basic integrity and recipient did not make note of the damage on the delivery record at the time of delivery.

(j) Delays caused by customs clearance procedures or those of other regulatory agencies, including delays caused by incorrect, incomplete, inaccurate or missing customs documentation, or by our adherence to our policies regarding the payment of duties and taxes.

(k) Our inability to provide a copy of the delivery record, or a copy of the air waybill or a copy of the signature on delivery.

(l) Erasure of data from or the loss or irretrievability of data stored on magnetic tapes, files or other storage media, or erasure of photographic images or soundtracks from exposed film.

(m) OUR FAILURE TO COMPLY WITH ANY "PACKAGING ORIENTATION" GRAPHICS (E.G., "UP" ARROWS, "THIS END UP" MARKINGS), "FRAGILE" LABELS OR ANY SENDER INSTRUCTIONS/LABELS ON A SHIPMENT, OR DAMAGE TO SHIPMENTS NOT IN PACKAGING APPROVED BY US PRIOR TO SHIPMENT WHERE SUCH PRIOR APPROVAL IS RECOMMENDED OR REQUIRED HEREIN.

(n) Concealed or other damage to fluorescent tubes, neon lighting, neon signs, x-ray tubes, laser tubes and light bulbs. Due to the extremely fragile nature of these items, we discourage the shipment of these items.

(o) The shipment of perishables, to the extent that the loss or damage results from exposure to heat or cold or the perishable nature of the item.

(p) Loss of currency, including but not limited to bank drafts, included in a shipment with or without the knowledge of FedEx.

(q) Shipments released without obtaining a signature if the recipient has provided authorization by signing a Signature Release Authorization and Indemnification Agreement.

(r) Our failure or inability to attempt to contact the sender or recipient concerning incomplete or inaccurate address or recipient information, incorrect, incomplete, inaccurate or missing documentation, payment of duties and taxes necessary to release a shipment, or an incomplete or incorrect customs broker's address.

(s) Our failure to notify you of any damage to, or loss, delay, shortage, mis-delivery or nondelivery of your shipment.

(t) Any damage to briefcases, luggage, garment bags, aluminum cases, plastic cases, computer cartons or similar types of items whose outer finish might be damaged by adhesive labels, soiling, marking, or other types of surface damage that is normal with ordinary care in handling unless placed in a protective container for shipment.

(u) Your failure to provide a method of payment acceptable to FedEx such as a FedEx account number in good standing. You, the shipper, will always be primarily responsible for all charges, including, but not limited to, transportation charges, and all duties, customs assessments, governmental penalties and fines, taxes and our legal fees and costs, related to your shipment. Further, and without limiting the generality of the foregoing, you shall indemnify us and hold us harmless against all liabilities, losses, claims, damages, costs and expenses of any nature whatsoever, incurred as a consequence of your non-observance of any applicable international treaties, laws, government regulations, orders or requirements which you are required to observe relating to your shipment.

(v) If a shipment is refused by the recipient, leaks or is damaged, the shipment will be returned to the sender if possible. If the sender refuses to accept the returned shipment or it cannot be returned for any reason, the shipper is responsible for and will reimburse FedEx for all costs and fees of any type connected with the disposal of the shipment, and all costs and fees of any type connected with the cleanup of any spill or leakage.

(w) Our acceptance of a shipment to a destination city not served in a country to which FedEx service is provided. We may attempt to complete the delivery. However, in such circumstances, we will not be liable and we will not provide any proof of delivery. The delivery commitment listed for such country will not apply and the applicable rate will be the highest for that country plus the maximum extended service area surcharge. Such shipments will not be eligible for the FedEx Money-Back Guarantee.

(x) The shipper's failure to delete all shipments entered into a FedEx self-invoicing system, or any other electronic shipping solution used to ship a package, when the shipment is not tendered to FedEx.

(y) Loss or damage to any package for which we have no record of tender to FedEx.

(z) The shipment of scale models (including but not limited to, architectural models, doll houses, etc.).



(AA) The shipper's failure to provide accurate delivery address information.

(BB) The shipment of computers or any components thereof or any type of electronic equipment when shipped in any FedEx packaging other than FedEx laptop packaging or in the manufacturer's original packaging, which is undamaged and has retained a good, rigid condition. See the "Packaging and Marking" section for additional requirements.

(CC) Any shipment containing a prohibited item. (See "Restrictions (Intra-Canada)" and "Restrictions (International)").

(DD) Damages indicated by any shockwatch, tiltmetres or temperature instruments.

(EE) Our failure to deliver or make an attempt to deliver a package within the delivery commitment time, if the shipper or recipient requested a later delivery or informed FedEx that the recipient location is closed during the originally scheduled delivery time.

(FF) Failing to obtain the signature option requested for shipments using FedEx Delivery Signature Options. (See Delivery Signature Options section.)

(GG) Shipments released without obtaining a signature at residential addresses. (See the Delivery Signature Options section.)

(HH) Shipments released without obtaining a signature at nonresidential addresses when release has been authorized by the shipper or recipient. (See the Delivery Signature Options section.)

## Method of Payment

There are three recommended forms of payment: cheque, credit card (MasterCard, Visa, American Express), and charge to a valid FedEx account number in good standing. If a customer elects to "Bill Sender", "Bill Recipient" or "Bill Third Party" and (1) fails to include an account number or (2) indicates an incorrect account number, FedEx will charge a special handling fee per air waybill or manifest to defray the extra expense of billing such items. Payment by cash is available only at designated locations. Payment by electronic funds transfer is available only by prior written agreement. If payment is by cheque, the cheque must contain the payor's name, address and telephone number. Payment by post-dated cheque is not permitted. Call 1.800.GoFedEx 1.800.463.3339 for further information.

## FedEx Money-Back Guarantee\*

We offer a money-back guarantee for our services, subject to the terms and conditions set out in this FedEx Service Guide. This Guarantee can be suspended, modified or revoked at our sole discretion without prior notice, at any time, and from time to time, in respect of all customers or any particular customer.

### (a) Money-Back Guarantee

For U.S. and Canada-based payors, we will, at our option and upon request, either refund or credit to the applicable invoice only your transportation charges, if we deliver your shipment more than 60 seconds after the applicable delivery commitment time ("service failure"). This money-back guarantee applies only to shipments tendered using FedEx Next Flight, FedEx First Overnight, FedEx Priority Overnight, FedEx Standard Overnight, FedEx 2Day, FedEx Economy, FedEx 1Day Freight, FedEx International Next Flight, FedEx International First, FedEx International Priority, FedEx International Economy, FedEx International Priority Freight and FedEx International Economy Freight services. Contact FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 for further information. This money-back guarantee is your exclusive remedy in the event of a service failure for the recovery of all or any portion of the FedEx charges for a shipment. If the money-back guarantee is suspended, there is no remedy or recovery of charges for a service failure. There are no delivery commitments for shipments on which the money-back guarantee is suspended.

### (b) Limitations: The following limitations apply:

1. Credits for transportation charges will be applied to the payor's account only, and refunds will be made payable to the payor only.
2. Only one refund or credit is permitted per package. In the case of multiple-piece shipments, this FedEx Money-Back Guarantee applies to each package in the shipment. If a service failure occurs for any package within the shipment, a refund or credit will be given only for the portion of the transportation charges applicable to that package.
3. A credit or refund under the FedEx Money-Back Guarantee will be applied only against charges for the shipment giving rise to the credit.
4. An exact delivery commitment time can be obtained only by calling FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339, and supplying us with the following:

- Air waybill number.
- Date of the shipment.
- Exact destination.
- Weight of shipment.

Any transit time published in this FedEx Service Guide or elsewhere or quoted by FedEx Customer Service without the above noted information is only an estimate and is not a stated delivery commitment time. You agree that our records regarding quoted delivery times will constitute conclusive proof of any such quotes.

5. The FedEx Money-Back Guarantee does not apply to requests for invoice adjustment based on overcharges (See "Billing") or shipments to post office box addresses acceptable for delivery (See "Post Office Box Addresses").

6. The FedEx Money-Back Guarantee for shipments destined for our extended service areas applies only to the portion of the transportation provided directly by us.

7. The FedEx Money-Back Guarantee applies only to transportation charges paid by U.S.- and Canadian-based payors and does not apply to duties, taxes or any other charges.

8. See "Customs Clearance (International only)" for additional restrictions on the FedEx Money-Back Guarantee applicable to FedEx Express International Broker Select shipments.

9. Where customs or other regulatory clearances are delayed, our delivery commitment time may be modified by adding one business day for each day (or portion thereof) that such clearances are delayed.

10. For FedEx Next Flight and FedEx International Next Flight, for Canada-based payors, the quoted delivery time may be changed for a variety of reasons, including, but not limited to, customs, flight delays or cancellations resulting from air traffic control, weather or mechanical problems. If the delivery commitment is changed, the FedEx Money-Back Guarantee will only be applicable to the latest quoted delivery time.

(c) Exceptions: FedEx will not be obligated to credit or refund your transportation charges if:

1. We provide you with: (i) proof of timely delivery, consisting of the date and time of delivery and, where applicable (i.e., for international and intra-Canada commercial shipments and certain intra-Canada residential deliveries), the name of the person who signed for the shipment, or (ii) service exception information reflecting that the failure to timely deliver resulted from circumstances described under "Liabilities Not Assumed".
2. The service failure resulted, in whole or in part, from any of the circumstances described under the "Liabilities Not Assumed" section.
3. Payment is not made in accordance with the terms set out in this Guide and the package was held until alternate payment arrangements were secured.
4. The shipment was undeliverable or returned (including, but not limited to, returns generated by a FedEx return option).
5. The shipment contained dangerous goods or dry ice.
6. The shipment was delayed due to an incorrect address or to the unavailability or refusal of an appropriate or eligible person to accept delivery or sign for the package, including signatures requested pursuant to FedEx Delivery Signature Options.
7. The delay in delivery was caused by adherence to FedEx policies regarding the payment of duties and taxes prior to customs clearance or at delivery.
8. Incorrect FedEx tracking numbers were applied to the subject package or shipment by customers using any FedEx electronic shipping solution.
9. Complete recipient information was not provided at the time of tender to FedEx. Complete recipient information must be provided on either the air waybill or through any FedEx electronic shipping solution.
10. We have been authorized to deliver a package without obtaining a signature, but we do not deliver such package without obtaining a signature.
11. If a delivery later than the original delivery commitment time is requested by the shipper or recipient before the first delivery attempt is made, the delivery commitment time for application of the money-back guarantee policy will be adjusted to account for the requested delivery date and/or time. However, the money-back guarantee may not apply to certain shipments for which the recipient has requested to modify or customize delivery through methods approved by FedEx.
12. The shipment was scheduled during the seven calendar days before Christmas Day via any intra-Canada or international FedEx Express or FedEx Express® Freight service, and was delivered within 90 minutes of the published delivery commitment time for the selected service and destination.
13. You did not book an international freight shipment as required.

### (d) Refund or Credit Requests:

To qualify for a refund or credit due to a service failure, you must notify us of the service failure and request a refund or credit of your transportation charges in compliance with the conditions listed below. If you do not comply with these conditions, you are not entitled to receive a refund or credit and cannot recover compensation for a service failure in any lawsuit.



1. No written requests for refunds or credits will be accepted. To request a refund or credit online, complete the FedEx Money-Back Guarantee Claim Form available at [fedex.ca](https://fedex.ca) and follow the associated instructions or use our online billing application at [fedex.ca](https://fedex.ca). FedEx Billing Online (if you are a registered user). To request a refund or credit by telephone, call 1.800.GoFedEx 1.800.463.3339.

2. Notification of a service failure must include the FedEx account number, if any, the air waybill or FedEx tracking number, the date of shipment and complete recipient information.

3. For shipments that we do not invoice (paid by cash, cheque, money order, or credit card), we must receive your request for refund or credit (by email or telephone only) for service failure within 15 calendar days from the date of the shipment.

4. For invoiced shipments and for shipments sent using an electronic shipping solution, we must receive your request for refund or credit (by email or telephone only) for service failure within 15 calendar days from the original invoice date.

A partial payment against an invoice is not considered a request for invoice adjustment or notice of a refund request. A notification of the reason for an unpaid charge with your payment is not considered a request for an invoice adjustment or notice of a refund request if the reason relates to a service failure.

5. Holidays in international locations will affect our transit times. Contact FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 for information on delivery commitments which may be affected due to the observance of these holidays. Deliveries normally scheduled to be made on the day of holiday observance will be rescheduled for delivery on the next business day. The delivery commitment for application of the FedEx Money-Back Guarantee will be extended for a period equal to the length of the holiday. There are no delivery commitments for shipments on which the FedEx Money-Back Guarantee is suspended.

\*Offer void where prohibited.

## Multiple Package Shipments

(a) Multiple package shipments are acceptable to all international points served by FedEx.

(b) You may ship from 1 to 999 packages (except shipments in FedEx Envelope, FedEx Pak, FedEx 10kg Box and FedEx 25kg Box) going to a single recipient from the same point of origin, and moving on one FedEx air waybill (some weight limitations may apply). International shipments exceeding 500 lbs. (227 kg) and intra-Canada shipments exceeding 250 lbs. (114 kg) require advance arrangements with FedEx. You must call us to arrange for pickup commitments and delivery commitments.

(c) A separate address label must be applied to each package in a shipment. The recipient's complete name, address and phone number must be clearly indicated.

(d) You may ship only one FedEx Envelope, FedEx Pak, FedEx 10kg Box or FedEx 25kg Box per air waybill.

## Package-Status Tracking Service

Tracking of packages is available upon customer request. Call 1.800.GoFedEx 1.800.463.3339 and a FedEx Customer Service representative will assist you. To track your package, you must have the following information when you call us:

(a) Air waybill number

(b) Date of shipment

(c) Recipient's name and address

(d) Number of packages and total weight of shipment

(e) Contents and value of shipment

(f) Your name and phone number, so we can call you back with the information you need

## Packaging and Marking

(a) All packages must be prepared and packed by the sender for safe transportation assuming ordinary care in handling. Any articles susceptible to damage as a result of any conditions which may be encountered in air transportation, such as changes in temperature or atmospheric pressure, must be adequately protected by the sender. Each shipment must be legibly and durably marked with the name, address and postal/ZIP code of the sender and recipient. Address labels should be placed on two sides of each package in the shipment. An additional label should be enclosed inside each box. The FedEx Envelope and FedEx Pak are designed to contain documents or flat, non-fragile material only and should not be used for other goods which may be susceptible to damage.

(b) FedEx packaging or corrugated boxes in good rigid condition large enough to allow cushioning of contents on the top, bottom and sides should be used. Briefcases, luggage, garment bags, aluminum cases, plastic cases, computer cartons or similar types of items whose outer finish might be damaged by adhesives, labels, soiling, markings or other types of surface damage that are normal with ordinary care in handling should be placed in a protective container for shipment.

(c) For packing and marking of shipments containing dangerous goods, see "Dangerous Goods."

(d) Blood, urine and other liquid diagnostic specimens will only be accepted when shipped in a watertight primary receptacle and watertight secondary packaging and if not restricted by the destination country. An absorbent material must be placed between the primary receptacle and the secondary packaging. If multiple primary receptacles are placed in a secondary packaging, they must be wrapped individually to ensure that contact between them is prevented. The absorbent material, such as cotton wool, must be sufficient to absorb the entire contents of all primary receptacles.

It is the responsibility of the sender to ensure adequate absorbent material is used. Sturdy outside packaging constructed of corrugated fibreboard, wood, metal or plastic must be used. This outside packaging should be large enough to accommodate a FedEx air waybill and pouch. Unacceptable forms of packaging for blood, urine and other liquid diagnostic specimens include, but are not limited to, FedEx supplied packaging: FedEx Envelope, FedEx Pak, FedEx® Box, FedEx® Tube, FedEx 10kg Box or FedEx 25kg Box; Styrofoam, plastic bags and paper envelopes. FedEx will refuse to accept packages not meeting these and other governmental requirements. For additional information or assistance in locating approved packaging materials, call FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339.

(e) It is the shipper's sole responsibility to complete the air waybill or the "Shipper's Declaration for Dangerous Goods", if appropriate, or verify that they have been completed correctly.

(f) Single pieces of cargo weighing more than 150 lbs. (68 kg), which are tendered to FedEx without banding to a skid on all sides with heavy-duty metal or break-resistant plastic are subject to inspection, delay and application of a surcharge.

(g) For information on how to submit your packaging for testing or evaluation, call 1.800.633.7019.

## Perishables

We do not provide a temperature-controlled service and will not be liable for commodities that could be damaged by exposure to extreme heat or cold. Perishable items may only be shipped with prior notice provided to FedEx, the approval of FedEx and your execution of a perishables waiver. FedEx will not accept any claims for loss or damage in the shipment of perishable items to the extent that the loss or damage results from exposure to heat or cold or the perishable nature of the item. Perishable items shall be accepted solely at the shipper's risk of damage, regardless of whether the package was delivered on time. FedEx Express customers may contact FedEx Packaging Design and Development at 1.800.633.7019 prior to shipping for helpful packaging and shipping information. Shipping perishable articles over a weekend or holiday is discouraged, and packaging such shipments for longer transit times is required. We recommend that you ship approved perishable items via FedEx First Overnight, FedEx Priority Overnight, FedEx International First, FedEx International Priority, FedEx 1Day Freight or FedEx International Priority Freight.

## Pharmaceuticals

Shipments of pharmaceuticals will only be accepted when tendered in accordance with applicable local, provincial and international laws. The shipper is responsible for compliance with all applicable laws.

## Pickup and Delivery Service

(a) Pickup service is provided by FedEx only in our direct service areas Monday through Friday at no additional charge. When a customer elects to use a cartage agent to pick up a shipment for delivery to a FedEx location, the customer is responsible for paying all charges assessed by the cartage agent.

(b) Delivery service is provided by FedEx Monday through Friday at no additional charge to destinations within direct service areas except for deliveries to a Residence. A residential delivery charge will be applied to all Residential deliveries destined to Canada or the U.S. Please call 1.800.GoFedEx 1.800.463.3339 or your account executive for additional information.

(c) A special handling fee will be applied to shipments picked up or delivered on Saturday.

(d) For pickups and deliveries in extended service areas, depending on the final destination and whether the shipment is intra-Canada or international, a surcharge will be applied. A higher surcharge will be applied for shipments picked up from or delivered to the Northwest Territories, Nunavut and Yukon. Shipments picked up from or delivered to Alaska, Hawaii or Puerto Rico will be subject to a surcharge for a FedEx Envelope or FedEx Pak or a surcharge for FedEx International Economy or FedEx International Priority shipments (other than FedEx Envelope or FedEx Pak). See details in the FedEx Express Rates book, or call FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339.

(e) All shipments within our direct service area are delivered to the recipient's physical address, but not necessarily to the recipient personally. Shipment addresses must always include the complete street address of the recipient, and telephone or fax number. In accordance with recipient's instructions, international and intra-Canada commercial packages

can be left at designated locations without obtaining a signature. Residential packages may be released without obtaining a signature (See Delivery Signature Options section). The foregoing is true even if such packages are subject to a Signature Required Waiver and Agreement and/or have a "Signature Required" sticker affixed thereto. Packages cannot be delivered to post office boxes; however, post office box addresses are accepted in certain countries (excluding U.S.) provided a recipient telephone number is specified on the air waybill (See "Post Office Box Addresses", or call 1.800.GoFedEx 1.800.463.3339 for details on areas excepted).

(f) Shipments to hotels, government offices or installations, university campuses or other facilities which utilize a mailroom or central receiving area, may be delivered to the central receiving area.

(g) Any person scheduling a pickup other than the sender must have a valid "Bill to" FedEx account number; otherwise, payment must be collected in advance, billed to a valid sender's FedEx account number or to a major credit card.

(h) Non-productive pickups may result in cancellation of the pickup service.

(i) Your shipment may be delayed or returned if we determine at any time that it is billed to a FedEx account number which is not in good credit standing.

(j) If we accept a shipment to a destination city not served in a country to which FedEx service is provided, we may attempt to complete the delivery. However certain limitations will apply (See "Liabilities Not Assumed").

(k) Shipments may be released without obtaining a signature if the recipient has provided authorization by signing the Signature Release Authorization and Indemnification Agreement for Recipients (obtained through your local FedEx location or your FedEx account executive) or online using FedEx Delivery Manager for shipments to the United States. The foregoing is true even if such packages are subject to a Signature Required Waiver and Agreement and/or have a "Signature Required" sticker affixed thereto. A recipient is not required to have a FedEx account number to obtain an authorization to release shipments. Authorization to release shipments will be allowed only to customers who have established a satisfactory payment history. We also reserve the right to release packages at residential delivery locations without obtaining a signature, provided that none of the restrictions in paragraph (l) below apply.

(l) At our sole discretion, some shipments may not be released without a delivery signature even where release is authorized including, but not limited to:

- "Bill Recipient" shipments when the recipient does not have a FedEx account or where a recipient's account is on "cash only" status (requires payment or a valid FedEx account number at the time of delivery).
- Damaged shipments.
- Dangerous goods shipments.
- Drugs, firearms or perishable goods.
- Indirect deliveries.
- Invalid or missing credit card number (requires payment or a valid FedEx account number at the time of delivery).
- One or more packages in a multiple package shipment where all packages cannot be safely released.
- The delivery location or circumstances are unsuitable for unattended delivery as determined in our sole discretion.

(m) Shipments are delivered to the recipient's physical address shown on the air waybill, but not necessarily to the named recipient personally. We do not offer restricted delivery services, and we may make an "indirect" delivery. Indirect delivery is a completed delivery to an address other than the address on the air waybill. Packages cannot be delivered to post office boxes or post office box postal ZIP codes. Package addresses must include the complete street address of the recipient.

(n) If a shipment is addressed to a rural route or concession or side road number, because no street address exists, the area code and telephone number of the recipient must be indicated on the shipment or air waybill. If this information is not provided, an attempt may be made to locate the recipient, but no refund or credit will be available under the FedEx Money-Back Guarantee. Use of a rural route or concession, or side road number may result in a delivery delay. If the recipient cannot be located after reasonable efforts, the shipment will be treated as undeliverable (See "Undeliverable Shipments").

(o) FedEx may, at its sole discretion, use alternate pickup and delivery arrangements. We may also, in our sole discretion, refuse to pick up or deliver a package or shipment.

(p) The delivery commitment for FedEx Next Flight and FedEx International Next Flight services will be the delivery time quoted to each customer. The quoted delivery time will vary for each shipment and will depend on the availability of suitable commercial airline flights or the time required to drive the shipment from the origin to the destination, whichever

is faster. A quoted delivery time may be changed for a variety of reasons, including, but not limited to, customs, flight delays or cancellations resulting from air traffic control, weather or mechanical problems. In the event of the occurrence of any of the foregoing, the FedEx Next Flight Service Desk shall quote a new delivery time to shipper and recipient (if requested by shipper) by telephone or by customer's reasonably requested method. This new delivery time shall then become the quoted delivery time. Two attempts will be made to reach the shipper and two attempts to reach the recipient (if requested by shipper). Any such change to the quoted delivery time will be logged into the tracking system.

(q) U.S. recipients may be able to utilize FedEx Delivery Manager to authorize release of the package without anyone present.

(r) At its discretion, FedEx may not deliver or attempt delivery within the delivery commitment time of the service requested, if the shipper or recipient requested a later delivery or informed FedEx that the recipient is closed during the delivery commitment time. In this situation, charges will be assessed based on the service initially selected by the shipper. The shipper or payor is responsible for communicating with the recipient regarding requested later delivery times and is responsible for knowing the days and times that the recipient location can accept FedEx deliveries.

(s) In order to facilitate delivery or release of a shipment, FedEx may, at its sole discretion, contact the recipient to obtain delivery instructions, or to notify them that a delivery is scheduled, that a delivery has been completed or that a shipment is available for pickup at a Hold at FedEx Location facility. Where available, FedEx may also permit recipients to request modification or customization of delivery through methods approved by FedEx.

## Post Office Box Addresses

Shipments addressed to post office boxes in Canada and certain other countries, excluding U.S. destinations, are accepted by FedEx. The recipient's phone number must be included on the air waybill. Packages cannot be delivered to post office boxes. The recipient will be contacted by FedEx in the destination city for pickup of the shipment at the closest FedEx location. Please call 1.800.GoFedEx 1.800.463.3339 for more information on areas accepting shipments addressed to post office boxes. Our normal delivery commitments and the FedEx Money-Back Guarantee do not apply to post office box shipments.

## Privacy

By sending or receiving a shipment, or being identified as the Third Party for billing purposes, you consent to the collection, use, or disclosure of personal information about you by FedEx for the following purposes:

- To provide timely, reliable and value-added services to customers including intra-Canada and international shipping, shipment-status tracking, customs brokerage, account management and billing, global logistics, supply chain management, information management and technical support, e-commerce, and related services;
- To establish a customer relationship and to communicate with customers;
- To develop, implement, market, and manage services for customers;
- To assist in law enforcement purposes, to collect unpaid debts, for credit reporting and rating purposes, for customer identification verification, and to protect the business interests of FedEx and its customers;
- To manage and promote the business activities of FedEx; and
- To meet requirements imposed by law.

In particular, with respect to a shipment, you consent to the disclosure by FedEx of personal information about you to the shipper, the recipient and the party identified as the Third Party for billing purposes, as the case may be.

Your personal information may be transferred to a FedEx affiliate or third party service provider for processing. Your personal information may be maintained and processed by our affiliates and other third party service providers in the U.S. or other jurisdictions.

## Proof of Delivery — Verbal

When requested by the sender or recipient, verbal confirmation of delivery (date, time) and name of person who signed for the shipment for most international and intra-Canada commercial deliveries is available. This information is usually available within 30 minutes of scheduled delivery commitment to FedEx direct-served locations in the U.S. and Canada. In all other countries, this information is usually available by 12 a.m. midnight local time in the country of delivery on the day following scheduled delivery to FedEx direct service locations or extended service areas. Proof of delivery is not available for document shipments to Tunisia and not available for either document or non-document shipments to Equatorial Guinea. Signature proof of delivery is not available for certain intra-Canada residential shipments.

For FedEx Next Flight and FedEx International Next Flight services, a proof of delivery phone call to the shipper stating the date and time of delivery and the name of the person who signed for the shipment will be performed for every shipment. Two attempts will be made to reach the shipper by telephone. A faxed proof of delivery will also be provided upon request by the shipper or the recipient.

## Proof of Delivery — Written

When requested within one year of the shipping date, FedEx will, at its option, furnish a photostatic copy of the destination delivery record or electronically captured delivery information for deliveries made within FedEx direct serviced areas. We assume no liability for our inability to provide a copy of the delivery record. Proof of delivery is not available for document shipments to Tunisia and not available for either document or non-document shipments to Equatorial Guinea. Signature proof of delivery is not available for certain intra-Canada and international shipments. Proof of delivery is also available at [fedex.ca](https://fedex.ca).

## Qualified Acceptance of Shipments

We reserve the right to refuse, hold or return a shipment for any reason, including, but not limited to, when in our opinion: (a) the shipment would be likely to cause damage or delay to other shipments, equipment or personnel, (b) the carriage of the shipment may be prohibited by law or may violate any of the Terms and Conditions as amended from time to time, (c) payment is not made in accordance with the terms set out in the Terms and Conditions, (d) acceptance of the shipment or shipments may jeopardize the provision of service to other customers, as solely determined by FedEx, or (e) the shipment is likely to sustain damage or loss in transit because of improper packaging or otherwise. We have no liability whatsoever for refusal or rejection of shipments.

## Rate Quotations

Any rate quotation given by FedEx before the shipment has been tendered is an estimate only. The final rate will depend on several factors, including, but not limited to, the weight, type of service requested, dimensional weight and/or special handling fees at the time of shipping. We are not liable for, nor will any adjustment, refund or credit of any kind be made, as a result of any discrepancy in any rate or service quotation made prior to the shipment and the rates and other charges that we invoice to you.

## Re-Delivery Service

(a) If delivery of a shipment cannot be completed on the initial delivery attempt, we will, at our sole option, either attempt re-delivery and/or hold the shipment at our facility and an attempt may be made to notify the recipient to establish further instructions. Re-delivery service will be provided at no additional charge. A notice of attempted delivery will be left at the recipient's address after each attempted delivery.

(b) If after two attempted deliveries and/or two attempts to notify the recipient, or after being held for five business days from the date the shipment is received and has cleared customs in the destination station, the shipment will be considered undeliverable (See "Undeliverable Shipments"). For packages destined to a residential address in the U.S., one delivery attempt will be made, then we will, at our sole option, either attempt re-delivery or hold the shipment at our facility and contact the recipient or shipper for further instructions. After five business days from the date of the shipment, the shipment will be considered undeliverable (See "Undeliverable Shipments").

## Restrictions (International)

(a) Size restrictions vary by country. Call 1.800.GoFedEx 1.800.463.3339 for further information.

(b) Weight limits vary by country. Call 1.800.GoFedEx 1.800.463.3339 for further information.

(c) For shipments exceeding 1,000 lbs. (455 kg) in total weight or 1,000 pieces whose delivery destination is a major market, or shipments exceeding 500 lbs. (227 kg) or 500 pieces whose delivery destination is a non-major market, the sender must make special pickup arrangements with FedEx by 12 p.m. noon on the day of shipment to determine specific commitments, to arrange for pickup and to schedule delivery within the requested time. Shipments requiring special pickup arrangements for Saturday outbound service must be pre-arranged on the previous business day.

(d) There is no limit on the aggregate weight of a multiple package shipment (except to Argentina) provided each individual package within the shipment does not exceed any per package weight limit for the destination. Additional restrictions may apply depending on the destination and various regulatory clearance requirements. In addition, customs clearance may be required for certain commodities, and may extend the transit time.

(e) FedEx Pak shipments destined for the U.S., Europe and the Far East receive the special FedEx Pak rate only if their weight is 2.2 lbs. (1 kg) or less. If the gross weight of a FedEx Pak exceeds 2.2 lbs. (1 kg), it will be billed according to its weight at FedEx International Priority rates. A FedEx Pak to all other international destinations will be billed according to its weight at FedEx International Priority rates in all cases.

(f) If the gross weight of a FedEx Envelope, including packaging, contents and air waybill, exceeds 1 lb. (0.5 kg) or 453.59 grams, it will be billed at the applicable FedEx International Priority or FedEx Pak rate. Contents (documents or non-fragile flat materials only) must fit in the packaging so that it can be sealed normally to prevent damage.

(g) FedEx Envelope, FedEx Pak, FedEx 10kg Box and FedEx 25kg Box shipments must be tendered in the appropriate FedEx packaging.

(h) No more than one type of service may be indicated on a single air waybill and no more than one FedEx Envelope, FedEx Pak, FedEx 10kg Box and FedEx 25kg Box may be shipped on a single air waybill.

(i) You are allowed to ship up to ten (10) different commodities on a single air waybill.

(j) Blood, urine and other liquid diagnostic specimens containing infectious substances are considered dangerous goods and must be accompanied by appropriate documentation (See "Dangerous Goods"). IATA and Canadian Transportation of Dangerous Goods regulations apply. Note: Regulated infectious substances must not be shipped in a FedEx® Clinical Pak. Instead, use the FedEx® UN 3373 Pak for Biological Substance, Category B (UN 3373) shipments. You may use the FedEx Clinical Pak as an overwrap only for noninfectious blood, urine and clinical samples packed to specific FedEx standards (See "Packaging and Marking"). Other blood, urine and liquid diagnostic specimens must be packaged to specific standards (See "Packaging and Marking").

(k) Laptop, desktop, notebook, mini-computers or any type of electronic equipment must not be shipped in any regular FedEx packaging. Manufacturer's original packaging, which is undamaged and has retained a good, rigid condition, or FedEx approved packaging for laptops is recommended. Call our Packaging Design and Development lab at 1.800.633.7019 for more information.

(l) The following items are not acceptable for carriage to any international destinations unless otherwise indicated by FedEx (Additional restrictions may apply depending on destination. Various regulatory clearances in addition to customs clearance may be required for certain commodities and may extend the transit time. Call 1.800.GoFedEx 1.800.463.3339 for any additional specific country restrictions):

- Foodstuffs:

- Perishable foodstuffs and beverages, unless the conditions in the Perishables section of these terms and conditions have been satisfied.

- Non-perishable foodstuffs and beverages that are not appropriately packed. Non-perishable foodstuffs and beverages that are packed in appropriate containers are acceptable (with a two day addition to transit times) to: Belgium, Canada, Channel Islands, England, France, Germany, Hong Kong, Northern Ireland, Republic of Ireland, Italy, Liechtenstein, Luxembourg, Monaco, Netherlands, Scotland, Singapore, Switzerland, the U.S. and Wales. If sugar or coffee are being sent to Japan, only samples are acceptable.

- Live insects, animals, birds, reptiles and plants, including cut flowers (cut flowers are acceptable to selected points in the U.S. and to Canada — advance arrangements are required).

- Dead animals or animals that have been mounted.

- Live fish/seafood: We will accept live fish/seafood such as lobsters or crabs on an exception basis only when FedEx pre-shipment procedures are followed and provided the shipper is in compliance with all applicable laws, governmental regulations, orders or requirements including, but not limited to, the U.S. Food and Drug Administration food safety regulations. Customers must contact their FedEx account executive to complete the procedures. The packaging for such live fish/seafood must be tested and approved by the FedEx Packaging Design and Development Department prior to the shipment being accepted by FedEx. If there are any questions regarding the testing process, please call 1.800.633.7019 and speak to the packaging staff. It is ultimately the responsibility of the shipper to adequately package the shipment for all temperature extremes and handling that may be encountered.

- APO/FPO addresses, with exceptions. Call 1.800.GoFedEx 1.800.463.3339.

- C.O.D. shipments.

- Human corpses, human organs or body parts, cremated or disinterred human remains.

- Drugs, prescriptions, except to certain countries. Call 1.800.GoFedEx 1.800.463.3339 for further information. Also see item (p) below.

- Explosives (except Class 1.4)

- Items resembling a bomb, hand grenade or other explosive device, except Class 1.4 explosives. This includes, but is not limited to, inert products such as novelty items, training aids and works of art.

- Firearms, weaponry and parts thereof.

- Money (including coins, cash, currency, paper money, activated gift cards or prepaid credit or debit cards). FedEx does not accept shipments of cash under any circumstances. If a shipment of cash is sent, FedEx will deposit the cash in a bank account subject to the following terms: (i) if the cash shipped is under \$100, a cheque for the cash shipped less an administration fee of 25% of the cash shipped will be mailed to the shipper; and (ii) if the cash shipped is over \$100, a cheque for the cash shipped less an administration fee of \$35 will be mailed to the shipper.

- Collectable coins and stamps.



- Negotiable stocks, bonds, bank drafts, cash letters, and other negotiable instruments equivalent to cash.
- Gambling devices.
- Lottery tickets.
- Liquor and alcoholic beverages except between licenced distributors (advance arrangements are required).
- Tobacco, in certain countries only. Call 1.800.GoFedEx 1.800.463.3339 for further information.
- Cannabis or marijuana, including cannabis or marijuana intended for recreational or medicinal use, cannabis seeds, plants, resin or any of their derivatives, and synthetic cannabinoids.
- Pornography.
- The following dangerous goods: explosives (unless pre-approved by FedEx) and FX-04 Class 8 Corrosives which includes UN 2031 nitric acid over 40% concentration; UN 1796 nitrating acid, mixture over 40% concentration; UN 1826 nitrating acid mixtures, spent over 40% in original solution; UN1001 Acetylene, dissolved; UN1162 Dimethyldichlorosilane; UN1308 Zirconium suspended in a flammable liquid, Packing Group I; UN 1873 perchloric acid, over 50% concentration; any substance bearing a poison gas label; hazardous waste. Also see item (m) in this section.
- Furs and fur clothing require two additional days transit time and are restricted except to: Belgium, Channel Islands, England, France, Germany, Hong Kong, Northern Ireland, Republic of Ireland, Italy, Liechtenstein, Luxembourg, Monaco, Netherlands, Scotland, Singapore, Switzerland and Wales. Furs from endangered species are NOT acceptable to any destination.
- 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.
- Personal effects where the importer is claiming duty-free entry.
- Shipments moving under a carnet (allows temporary import for display, etc. without duties), unless advance arrangements are made.
- Drawback claims (request for refund of import duties at time of export), unless advance arrangements are made.
- Shipments requiring Temporary Importation Bonds (T.I.B.s — allows temporary import for repairs, etc.), unless advance arrangements are made.
- Wet ice (for dry ice, see item (m) below).
- Any shipment which, in our judgment, could cause damage to, or delay of, equipment, personnel or other shipments.
- Any shipment which may require us to obtain a licence or permit for its transportation, importation or exportation.
- Any item whose carriage is prohibited by any applicable international treaty, law, government regulation, order or requirement of the country of origin or destination, or of any country through which the shipment may transit.
- 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 (also commonly referred to as “fake goods” or “knock-offs”).
- Shipments that are wet, leaking or emit a foul odour.
- Fragile articles/orientation. Packaging for all fragile articles (including, but not limited to, electronic and electrical devices and scientific testing equipment) should be pre-approved by the FedEx Packaging Design and Development Department prior to shipping. We assume no liability for such shipments. Call FedEx Packaging Design and Development for procedures for submitting packaging for testing at 1.800.633.7019 Monday through Friday 8 a.m. to 5 p.m. (CST). We do not provide special handling for packaging bearing “Fragile”, “Refrigeration required” or orientation markings. See “Liabilities Not Assumed”.
- Perishables, unless the conditions in the Perishables section of these Terms and Conditions have been satisfied.

(m) The following dangerous goods are allowed to any FedEx destination to which we offer dangerous goods service (except Alaska, other than Anchorage, Kenai, Juneau and Fairbanks) (contact FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 for further details on availability):

- Gases, flammables, oxidizers, corrosives, organic peroxides, infectious substances, dry ice, asbestos and batteries (IATA classes 2, 3, 4, 5, 6.2, 8 and 9). Additionally, the following conditions apply to shipments of poisons and radioactives:
- Poisons are subject to the following conditions:

## Class 6.1, Packing Groups I and II

U.S. to Canada	Acceptable if tendered in DOT exemption packaging; Refer to IATA, FX-02
Canada to U.S.	Acceptable if tendered in “V” rated combination packaging; Refer to IATA, FX-02
U.S./Canada to and from Europe	Acceptable if tendered in “V” rated combination packaging; Refer to IATA, FX-02

## Class 6.1, Packing Group III

U.S. to and from Canada	Acceptable
U.S./Canada to and from Europe	Acceptable

Radioactives are subject to the following conditions:

*White:*

Canada to the U.S.	Acceptable*
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*Yellow II and III:*

To and from Canada/U.S.	Acceptable*
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All other destinations	Unacceptable**
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FedEx will NOT accept or transport any Type A or Type B radioactive material (Class 7) that weighs more than 150 lbs. (68 kg) per package. For further information, please call 1.800.GoFedEx 1.800.463.3339.

\*All radioactive materials must be transported in either Type A or Type B packaging or “Excepted Packaging” as allowed by IATA Regulations. If shipped in Type B (u) or Type B (m) packaging it must be of a design approved by the Canadian Nuclear Safety Commission.

\*\*Unless pre-approved by FedEx.

(n) The following “accessible” dangerous goods are prohibited when using FedEx International Economy service for delivery from Canada to the U.S. (only inaccessible dangerous goods, as that term is defined by FedEx, are acceptable for FedEx International Economy service for delivery from Canada to the U.S.; all dangerous goods are prohibited when using FedEx International Economy service for delivery from Canada to any other destination):

Class 1: Explosives

Class 2: Gases

2.1 — Flammable gases

2.2 — Non-flammable gases with a cargo aircraft only label

Class 3: Flammable liquids

Class 4: Flammable solids, spontaneously combustible, dangerous when wet

Class 5: Oxidizer and Organic Peroxide

Class 8: Corrosive material

(o) Cosmetics of any type are unacceptable for shipment to many countries. Please call FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 for further information.

(p) Non-prescription drugs are unacceptable for shipment to many countries. To determine acceptability to a specific country, please call 1.800.GoFedEx 1.800.463.3339. Because laws and regulations regarding admissibility and clearance procedures vary by destination country, FedEx will assume no responsibility for delivery delays. In the event the shipment does not clear proper regulatory agencies, it will be deemed undeliverable (See “Undeliverable Shipments”). If there is any question regarding the admissibility of non-prescription drug shipments, we suggest that the sender either contact the recipient to determine entry requirements or contact FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 and an inquiry will be made on the sender’s behalf.

(q) Shipments with a declared value for customs in excess of that permitted for a specific destination are not acceptable for carriage. The declared value for carriage cannot exceed the declared value for customs as indicated on the air waybill.

## Restrictions (Intra-Canada)

(a) Size and weight limits may vary by province. Call FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 for further information.

(b) For shipments exceeding 1,000 lbs. (455 kg) in total weight or 1,000 pieces whose delivery destination is a major market, or shipments exceeding 500 lbs. (227 kg) or 500 pieces whose delivery destination is a non-major market, the sender must make special pickup arrangements with FedEx by 12 p.m. noon on the day of shipment to determine specific commitments, to arrange for pickup and to schedule delivery within the requested time. Shipments requiring special pickup arrangements for Saturday outbound service must be pre-arranged on the previous business day.

(c) A FedEx Pak shipment receives the special FedEx Pak rate only if its weight is 2.2 lbs. (1 kg) or less. If the gross weight of a FedEx Pak exceeds 2.2 lbs. (1 kg), it will be billed according to its weight at FedEx Priority Overnight rates.



(d) If the gross weight of a FedEx Envelope, including packaging, contents and air waybill, exceeds 1 lb. (0.5 kg) or 453.59 grams, it will be billed at the applicable FedEx Priority Overnight rate. Contents (documents or flat, non-fragile materials only) must fit in the packaging so that it can be sealed normally to prevent damage.

(e) FedEx Envelope and FedEx Pak shipments must be tendered in the appropriate FedEx packaging.

(f) No more than one type of service may be indicated on a single air waybill and no more than one FedEx Envelope or FedEx Pak may be shipped on a single air waybill.

(g) Blood, urine and other liquid diagnostic specimens containing infectious substances are considered dangerous goods and must be accompanied by appropriate documentation (See "Dangerous Goods"). IATA and Canadian Transportation of Dangerous Goods regulations apply. Note: Regulated infectious substances must not be shipped in a FedEx® Clinical Pak. Instead, use the FedEx® UN 3373 Pak for Biological Substance, Category B (UN 3373) shipments. You may use the FedEx Clinical Pak as an overwrap only for noninfectious blood, urine and clinical samples packed to specific FedEx standards (See "Packaging and Marking").

(h) Laptop, desktop, notebook, mini-computers or any type of electronic equipment must not be shipped in any regular FedEx packaging. Manufacturer's original packaging, which is undamaged and has retained a good, rigid condition, or FedEx approved packaging for laptops is recommended. Call our Packaging Design and Development lab at 1.800.633.7019 for more information. Non-perishable foodstuffs and beverages that are packed in appropriate containers are acceptable provided the shipper is in compliance with all applicable provincial and federal laws and FedEx pre-shipment procedures are followed. Customers must contact their FedEx account executive to complete these procedures.

(i) The following items are not acceptable for carriage unless otherwise indicated by FedEx:

- Foodstuffs:  
— Perishable foodstuffs and beverages, unless the conditions in the Perishables section of these Terms and Conditions have been satisfied.
- Live insects, animals, birds, reptiles and plants, including cut flowers (cut flowers are acceptable to selected points in Canada — advance arrangements are required).
- Live fish/seafood: We will accept live fish/seafood such as live lobsters or crabs on an exception basis only when FedEx pre-shipment procedures are followed and provided the shipper is in compliance with all applicable provincial and federal laws. Call 1.800.GoFedEx 1.800.463.3339 for details.
- C.O.D. shipments.
- Human corpses, human organs or body parts, cremated or disinterred human remains.
- Explosives (except Class 1.4).
- Items resembling a bomb, hand grenade or other explosive device, except Class 1.4 explosives. This includes, but is not limited to, inert products such as novelty items, training aids and works of art.
- Firearms, weaponry and parts thereof.
- Money (including coins, cash, currency, paper money, activated gift cards or prepaid debit or credit cards). FedEx does not accept shipments of cash under any circumstances. If a shipment of cash is sent, FedEx will deposit the cash in a bank account subject to the following terms: (i) if the cash shipped is under \$100, a cheque for the cash shipped less an administration fee of 25% of the cash shipped will be mailed to the shipper; and (ii) if the cash shipped is over \$100, a cheque for the cash shipped less an administration fee of \$35 will be mailed to the shipper.
- Collectable coins and stamps.
- Negotiable stocks, bonds, bank drafts, cash letters, and other negotiable instruments equivalent to cash.
- Liquor and alcoholic beverages except between licenced distributors (advance arrangements are required).
- Tobacco, cigarettes, tobacco products.
- Cannabis or marijuana, including cannabis or marijuana intended for recreational or medicinal use, cannabis seeds, plants, resin or any of their derivatives, and synthetic cannabinoids.
- Gambling devices.
- Lottery tickets.
- Pornography.
- The following dangerous goods: Explosives (unless pre-approved by FedEx) and FX-04 Class 8 Corrosives which includes UN 2031 nitric acid over 40% concentration; UN 1796 nitrating acid, mixture over 40% concentration; UN 1826 nitrating acid mixtures, spent over 40% in original solution; UN 1873 perchloric acid, over 50% concentration; any substance

bearing a poison gas label; hazardous waste, UN1001, acetylene, dissolved; UN1162, dimethyldichlorosilane; UN1308, zirconium suspended in a flammable liquid, Packing Group I.

- 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.
- Any shipment which may cause damage to, or delay of, equipment, personnel or other shipments.
- Any shipment which may require the carrier to obtain a licence or permit for its transportation.
- Any item whose carriage is prohibited by any law, statute or regulations of the province of origin or destination, or of any province through which the shipment may transit.
- 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 (also commonly referred to as "fake goods" or "knock-offs").
- Fragile Articles/Orientation. Packaging for all fragile articles (including, but not limited to, electronic and electrical devices and scientific testing equipment) should be pre-approved by the FedEx Packaging Design and Development Department prior to shipping. We assume no liability for such shipments. Call FedEx Packaging Design and Development for procedures for submitting packaging for testing at 1.800.633.7019 Monday through Friday 8 a.m. to 5 p.m. (CST). We do not provide special handling for packaging bearing "Fragile", "Refrigeration required" or orientation markings. See "Liabilities Not Assumed."
- Perishables, unless the conditions in the Perishables section of these Terms and Conditions have been satisfied.

(j) Shipments with a declared value in excess of that which is permitted pursuant to this FedEx Service Guide are not acceptable for carriage.

## Return and Import Shipping Options

FedEx return options are subject to all other terms and conditions provided in the FedEx Express claims regulations, and as a whole, these terms and conditions. The contents of a return shipment are subject to the same restrictions and prohibited-item limitations as the original shipment. Shipments returned to Canada using a FedEx return option are governed by the terms and conditions applicable to the country from which the shipment is returned. Those terms and conditions of service may vary from country to country. Consult our local office in the origin country for details.

NOTWITHSTANDING ANY PAYMENT INSTRUCTIONS THAT ARE GIVEN TO FEDEX, THE PARTY THAT INITIATES A RETURN SHIPMENT TRANSACTION WITH FEDEX IS ULTIMATELY LIABLE FOR, WILL BE BILLED FOR, AND AGREES TO PAY, ALL CHARGES AND FEES, INCLUDING ANY SPECIAL HANDLING FEES AND ANY DUTIES OR TAXES WHICH WE HAVE ADVANCED, REGARDLESS OF ANY PAYMENT INSTRUCTIONS TO THE CONTRARY, IF THE SENDER OR THIRD PARTY FAILS OR REFUSES TO PAY.

Shipments initiated via the Create Import Shipment feature on [fedex.ca](https://fedex.ca) are governed by the terms and conditions applicable to the country from which the shipment originates. Those terms and conditions of service may vary from country to country. Consult our local office in the origin country for details.

FOR SHIPMENTS INITIATED VIA THE CREATE IMPORT SHIPMENT FEATURE ON [fedex.ca](https://fedex.ca), NOTWITHSTANDING ANY PAYMENT INSTRUCTIONS THAT ARE GIVEN TO FEDEX, THE PARTY THAT INITIATES THE IMPORT SHIPMENT TRANSACTION WITH FEDEX IS ULTIMATELY LIABLE FOR, WILL BE BILLED FOR, AND AGREES TO PAY, ALL CHARGES AND FEES INCLUDING ANY SPECIAL HANDLING FEES AND ANY DUTIES OR TAXES WHICH WE HAVE ADVANCED, REGARDLESS OF ANY PAYMENT INSTRUCTIONS TO THE CONTRARY, IF THE SENDER OR THIRD PARTY FAILS OR REFUSES TO PAY.

## Routing and Re-Routing

FedEx will determine the routing of all shipments, including using ground transportation, where appropriate. There are no stopping places which are agreed to at the time of tender of the shipment. We reserve the right to divert any shipment in order to facilitate its delivery (including the use of other carriers). Reroute does not apply to requests made by the recipient using FedEx Delivery Manager to request delivery to another address. See FedEx Delivery Manager Terms in the [fedex.com](https://fedex.com) Terms of Use.

FedEx may not reroute shipments when Adult Signature Required has been selected or applied.

## Saturday Service

(a) For certain FedEx services, shipments destined for selected international and intra-Canada points may be picked up, dropped off or delivered on Saturday for a special handling fee. The Saturday Service option must be indicated in the designated area on the air waybill at the origin pickup or drop-off point. Some restrictions apply. Call FedEx Customer Service at

1.800.GoFedEx 1.800.463.3339 for details.

(b) This special handling fee applies for all Saturday Service shipments whether picked up by FedEx or dropped off by the customer directly.

(c) FedEx does NOT offer pickup services from most FedEx Ship Centres or any FedEx Express Drop Boxes on Saturdays. Therefore, shipments dropped off at a FedEx Express Drop Box on Saturdays will not, in most cases, be picked up until the following business day and that business day will be the ship date.

(d) Dangerous goods shipments may be dropped off at a FedEx Ship Centre on Saturday. In this case, add one day to the delivery commitment. Saturday pickup and delivery of dangerous goods may be available at certain locations only. Call 1.800.GoFedEx 1.800.463.3339 for availability. Dangerous goods may NOT be dropped off at FedEx Authorized ShipCentres, FedEx OnSite locations or FedEx Express Drop Boxes.

(e) Saturday delivery of all other acceptable commodities is available in selected international and intra-Canada locations for an additional charge. Please call FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 for information on specific destinations.

(f) Saturday pickup may not be available for FedEx First Overnight or FedEx International First shipments. Call 1.800.GoFedEx 1.800.463.3339 for information on destinations available. Saturday pickup and delivery is not available for FedEx Economy shipments. Saturday pickup is not available for FedEx International Economy shipments. Saturday delivery is not available for FedEx First Overnight, FedEx International First, FedEx Standard Overnight or FedEx Economy shipments. If both Saturday Delivery and FedEx Standard Overnight are selected on the air waybill, then the service may be upgraded to FedEx Priority Overnight.

(g) Saturday delivery for FedEx International Priority Freight and FedEx International Economy Freight service is available to select U.S. locations for an additional surcharge. Door-to-Door (DTD) and Airport-to-Door (ATD) are the only service options available. All shipments must be processed using the FedEx® Expanded Service International Air Waybill. Please call FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 for more information on specific destinations.

## Storage Fees

A storage fee will be applied to any shipment unclaimed or otherwise left in a FedEx location for more than 48 hours following notification to the recipient and/or designated broker of the shipment's availability or additional documentation required for regulatory clearance.

## Undeliverable Shipments

An undeliverable shipment is one that cannot be delivered for reasons that include, but are not limited to, any of the following:

- The recipient refuses to pay for a bill-recipient shipment.
- The recipient of a Hold at Location shipment cannot be located.
- The recipient refuses to accept the shipment prior to, during or after delivery.
- The recipient's delivery address cannot be located.
- The shipment was addressed to an area not served by FedEx.
- The shipment's contents or packaging are damaged to the point that rewrapping is not possible.
- The shipment is unable to clear customs.
- The shipment would likely cause damage or delay to other shipments or property or injury to personnel.
- The shipment contains prohibited items.
- The recipient's place of business is closed.
- No appropriate person was available to accept the shipment at a delivery location on the initial delivery attempt or reattempts.
- The shipment was improperly packaged.

(a) If a shipment is undeliverable for any reason, we may attempt to notify the shipper to arrange for the return of the shipment if local customs or other governmental regulations allow. If the shipper cannot be contacted within five (5) business days, we may place the shipment in a general order warehouse or a customs-bonded warehouse or will dispose of the shipment. In any event, if an undeliverable shipment cannot be delivered or returned or if the shipment contains perishable commodities, the shipment may be transferred or disposed of by FedEx in its discretion and at any location, with or without notice. Shipper, if known, agrees to pay any costs incurred and indemnify FedEx for any damages.

(b) For shipments returned from international points to Canada, return charges and fees will be assessed to the original shipper along with the original charges and fees. Also included will be any other charges incurred by us, including, but not limited to, duties, taxes, cartage and storage fees if applicable.

(c) Shipments that cannot be returned due to local regulatory constraints will either be placed in a general order warehouse or a customs-bonded warehouse or disposed of in our sole discretion and at any location. Shipper, if known, agrees to pay any costs incurred by FedEx in such placement or disposal and indemnify FedEx for any damages.

## Warranty Disclaimer

FedEx makes no warranties, express or implied, and expressly disclaims any and all warranties.

## Mandatory Law

Insofar as any provisions contained or referred to in this FedEx Service Guide, our air waybills or any applicable tariff, or any modifications, amendments and supplements to such documents, may be contrary to any applicable International treaties, laws, government regulations, orders or requirements, such provisions shall remain in effect as part of our agreement with you to the extent that they are not overridden. The invalidity or unenforceability of any provision shall not affect any other part of this FedEx Service Guide, air waybill, or any applicable tariff.

# FEDEX GROUND®

## Terms and Conditions

Effective: June 25, 2018

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\*This FedEx Service Guide, Canadian Edition, includes Part 1 — FedEx Express and FedEx Ground Guide to Services and Terms and Conditions, effective June 25, 2018, and Part 2 — FedEx Express Rates, effective January 1, 2018, and FedEx Ground Rates, effective January 1, 2018, and any amendments thereto. Please note that all amendments to this FedEx Service Guide will be posted at [fedex.ca/amendments](http://fedex.ca/amendments).

\*\*Some restrictions apply. See the FedEx Money-Back Guarantee section for details.

## Terms and Conditions

The preceding pages related to FedEx Ground explain FedEx Ground's services and certain conditions, restrictions, and requirements under which those services will be rendered. The following pages include those terms and conditions by reference and contain further general and specific conditions (collectively, the "FedEx Ground Terms and Conditions"). These FedEx Ground Terms and Conditions are published electronically at [fedex.ca](https://fedex.ca). The downloadable version (pdf) of this FedEx Service Guide and the FedEx Ground Terms and Conditions at [fedex.ca](https://fedex.ca), as amended, is controlling.

If there is a conflict between the FedEx Ground Terms and Conditions and the FedEx Ground Pick-Up Record, the FedEx website at [fedex.ca](https://fedex.ca), or other transit documentation, the FedEx Ground Terms and Conditions in this FedEx Service Guide at [fedex.ca](https://fedex.ca) (the "Service Guide"), as amended, modified, changed or supplemented, will control.

Insofar as any provisions contained or referred to in this FedEx Service Guide, the FedEx Ground Pick-Up Record, [fedex.ca](https://fedex.ca), or other document, as amended or modified from time to time, may be contrary to any applicable international treaties, laws, government regulations, orders, or requirements, such provisions shall remain in effect as part of the agreement between FedEx Ground and the shipper, owner, and/or consignee, or any of their agents, employees, or servants, to the extent that they are not overridden. The invalidity or unenforceability of any provision shall not affect any other part of this FedEx Service Guide, the FedEx Ground Pick-Up Record, [fedex.ca](https://fedex.ca) or other document.

Any failure by us to enforce or apply a term, condition or provision of this FedEx Service Guide, including the FedEx Ground Terms and Conditions, does not constitute a waiver of that term, condition or provision, and does not otherwise impair FedEx Ground's right to enforce or apply such term, condition or provision.

This FedEx Service Guide and any subsequent modifications, amendments, or supplements supersedes all previous service guides, tariffs, amendments, supplements and other prior statements concerning the rates and conditions of the FedEx Ground services to which it applies. The foregoing restriction does not apply to a modification applicable to a single customer and included in a FedEx Sales or FedEx Customer Automation Agreement. To the extent a conflict exists between a FedEx Sales or FedEx Customer Automation Agreement and the FedEx Ground Terms and Conditions, the FedEx Sales or FedEx Customer Automation Agreement controls. The FedEx Ground Terms and Conditions are included by reference in your FedEx Ground service agreement and any addenda thereto. Each party warrants that it has not relied and will not be relying upon any evaluation, representation or advice from the other party, its agents, affiliates or subcontractors except representations expressly made in writing in these terms and conditions or in a FedEx Sales or FedEx Customer Automation Agreement.

FedEx reserves the right to unilaterally modify, amend, change or supplement this FedEx Service Guide including, but not limited to, the rates, services, features of service, and the FedEx Ground Terms and Conditions in respect of all customers or any particular customer without notice. Only the Legal Department of FedEx Ground Package System, Ltd., or Federal Express Canada Corporation may authorize a supplement to, modification, change or amendment of this FedEx Service Guide, including the FedEx Ground Terms and Conditions. No other agent or employee of FedEx, nor any other person or party, is authorized to do so.

FedEx reserves the right to enrol any eligible customer in the then current welcome offer pricing program (the "Program") at any time. By accepting any discount on the standard list rates in effect at the time of shipment pursuant to the Program, you are deemed to have accepted and are bound by the terms and conditions of the Program in effect at such time. The terms and conditions of the Program are published at [fedex.ca/welcomeoffer](https://fedex.ca/welcomeoffer).

Rates and service quotations by FedEx Ground employees and agents are based upon information you provide, but final rates and service may vary based upon the shipment actually tendered and the application of the FedEx Ground Terms and Conditions. For the most current information regarding areas served and delivery commitments, contact FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339. Except as otherwise provided above, any conflict or inconsistency between this FedEx Service Guide and any other written or oral statements concerning the rates, features of service, and the FedEx Ground Terms and Conditions applicable to FedEx Ground services will be controlled by this FedEx Service Guide at [fedex.ca](https://fedex.ca), as modified, amended or supplemented.

All amounts are stated in Canadian dollars, unless otherwise indicated.

Unless otherwise specified herein, the FedEx Ground Terms and Conditions apply to packages originating in Canada for transportation via a FedEx Ground service.

WE MAKE NO WARRANTIES, EXPRESS OR IMPLIED.

## Definitions

**"Business day"** means Monday through Friday except for holidays, or the official day of observance of these holidays. The business week may differ in some U.S. or provincial locations due to local customs. Holidays in U.S. and provincial locations will also affect FedEx Ground's delivery schedules. Contact FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 for information on delivery commitments that may be affected due to the observance of these holidays. Deliveries normally made on the day of a holiday observance

will be rescheduled for delivery the next business day.

**"Customer", "sender" or "shipper"** mean the person and/or company sending a shipment.

**"Customer shipping record"** means shipping information provided by customers shipping their package(s) at a FedEx Ship Centre, FedEx Authorized ShipCentre or FedEx OnSite location across Canada.

**"Customs"** includes all federal agencies involved in the import or export of goods.

**"Day" and "days"** mean calendar day and days, unless expressly noted otherwise.

**"FedEx Ground Pick-Up Record"** means details on total packages shipped by customer on a particular day and handed over to FedEx Ground at the time of pick up.

**"Guide" and "Service Guide"** mean this FedEx Service Guide, Canadian Edition, as modified, amended or supplemented by FedEx from time to time, including these FedEx Ground Terms and Conditions.

**"In good credit standing"** means: (1) that payment on the FedEx Ground account is current (i.e. received by us within 15 days from invoice date); (2) the account is not in **"cash only"** status; and (3) for commercial or business accounts, the balance does not exceed the credit limit established by FedEx Ground.

**"Overcharge"** means a charge based on an incorrect rate or incorrect special handling fee, billing for the wrong type of service, or billing based on incorrect package or shipment weight or account number.

**"Package"** means any parcel or container that is accepted by us for delivery, including, but not limited to, any items tendered by you using our electronic shipping systems, meters etc., unless otherwise stated.

**"Recipient" and "consignee"** mean the person and/or company to whom a shipment is being sent.

**"Residence" or "Residential"** delivery/pickup means one made to/from a home, including a business operated out of a home. A residential surcharge is applicable to all residential deliveries. For guidelines on business/residence differentiation please call FedEx at 1.800.GoFedEx 1.800.463.3339 or your FedEx account executive for additional information.

**"Rural Delivery/Pickup"** means that certain areas are classified as 'rural' areas, based on the distance from the origin to the final destination. These delivery/pickup points could attract surcharges. If a residential delivery is within a rural delivery/pickup area, both surcharges will apply. Please call FedEx at 1.800.GoFedEx 1.800.463.3339 or your FedEx account executive for additional information.

**"Ship Date" or "Shipment Date"** means the date a shipment is tendered to FedEx. For shipments tendered at a FedEx location after the last pickup time, the Ship Date is the next business day.

**"Shipment"** means one or more packages, or any part thereof, shipped together to the same recipient.

**"Transportation charges"** means amounts assessed for movement of a shipment and does not include any other fees or charges that may be assessed under this FedEx Service Guide, such as (but not limited to) declared-value charges, special handling fees, collection on delivery (C.O.D.) charges, surcharges, duties, taxes, clearance entry fees and any other fees related to customs clearance.

**"We", "our", "us", and "FedEx Ground"**, refer to FedEx Ground Package System, Ltd., its principals, subsidiaries, branches and affiliates and their respective employees, agents and independent contractors.

**"You" and "your"** include the shipper/sender, recipient/consignee, and importer of record and their respective employees, principals, agents and independent contractors.

## Account Numbers

A valid FedEx Ground account number is required for all shipments unless cash (not accepted at all FedEx locations), cheque or credit card payment is made at the time of shipment. The use of a valid FedEx Ground account number enables the following: (1) FedEx Ground invoices are sent to the proper location for payment; (2) account activity is tracked by our system; and (3) payor is billed with any appropriate discount, if eligible.

The party to whom a FedEx Ground account number is issued is liable for all charges to the account, including those resulting from unauthorized use. The account holder is responsible for the safekeeping of the account number. The account number should be released only to those authorized to ship on the account.

Failure to keep your FedEx Ground account current may result in termination of your FedEx Ground service. If the account number to be billed is not valid, the shipment may be refused, delayed or returned until an alternative form of payment is secured. Any misuse of the account number can result in a loss of all discounts and/or the discontinuance of service.



You must use your FedEx Ground account number to obtain any discount applicable to your account. Use of your account number constitutes your agreement that all packages shipped by us shall be subject to these FedEx Ground Terms and Conditions, as modified, amended or supplemented.

For FedEx Ground services, you may only request FedEx to bill accounts with a Canadian or U.S. billing address. Any request for FedEx to bill otherwise is null and void, and FedEx, at its sole discretion, reserves the right to bill the sender for those charges and assess an invalid account surcharge.

Services and rates for packages dropped off at FedEx Ship Centres, FedEx Authorized ShipCentres, or FedEx OnSite locations using the shipper's FedEx Ground account number or barcode shall be as stated in the shipper's FedEx Ground Service Agreement or FedEx Ground Pricing Addendum, if any, and the incorporated documents. Not all services are available at FedEx Ship Centres, FedEx Authorized ShipCentres, or FedEx OnSite locations.

### Additional Charges

The FedEx Ground additional charges in effect at the time of shipment will be as published in this FedEx Service Guide at [fedex.ca](https://www.fedex.ca). The shipper agrees to declare all applicable additional charges on the FedEx Ground Pick-Up Record or the Customer Shipping Record, if applicable. FedEx Ground reserves the right to assess additional charges on those packages that the shipper does not properly rate and to re-rate packages the shipper fails to rate properly. Shipper agrees to pay all additional charges as applicable.

### Address Correction

If FedEx Ground is unable to deliver a package because the address provided by the shipper is incorrect or incomplete, FedEx Ground will make every reasonable effort to secure the recipient's correct address, but assumes no liability or responsibility for its inability to complete the delivery. If the recipient's correct address can be secured, FedEx Ground will make another attempt to deliver the package and notify the shipper of the address correction. FedEx Ground will not be liable for failing to meet its scheduled delivery time for any package with an incomplete or incorrect address.

FedEx Ground will assess an additional charge for address correction. Use of post office box numbers for unaccepted areas or without the recipient's telephone number, omitted or incorrect postal/ZIP codes, suite numbers, phone numbers, and former street addresses for consignees who have relocated are examples (but is not an exhaustive list) of addresses requiring corrections. Refer to the most current FedEx Ground Rates for the current address correction fee.

For multi-weight shipments, there is an additional charge for an address correction for the first package of a shipment. For each additional package in a multi-weight shipment, there is an additional per package charge for an address correction. There is also a maximum additional charge for address corrections for a multi-weight shipment.

### Billing Options

(a) "Bill Sender" means the specified charges will be billed to the sender. Payment on the account must be current. The sender may request an initial rebilling to another party, but all subsequent rebills will be only to the sender.

(b) "Bill Recipient" means the specified charges will be billed to the recipient (except for certain additional charges that are billed to the shipper, including, but not limited to, pickup fees, address correction fees, and invalid or missing account number fees). "Bill Recipient" should not be confused with C.O.D. service. In order to choose this billing option, the recipient's FedEx account number must be inputted into the shipper's electronic shipping solution at the time the package is processed and payment on the account must be current. If the recipient is billed initially and refuses to make payment for the shipment, the charges may be rebilled to a third party. If not paid by the third party, any additional rebilling will be to the sender's account. (See "Billing Special Handling Fees" in subsection "k".) The sender is liable for, and will be billed for, all charges and fees, plus all special handling fees, in the event recipient or any third party does not pay. If due to the charges the recipient's account exceeds credit limits with FedEx Ground, the sender will be billed automatically.

(c) "Bill Third Party" means the specified charges will be billed to someone other than the sender or recipient. In order to choose this billing option, the third party's FedEx account number MUST be inputted into the shipper's electronic shipping solution at the time the package is processed and payment on the account must be current. If the third party refuses to pay, the charges may be rebilled to another party but subsequent requests will only be rebilled to the sender. The sender is liable for, and will be billed for, all charges and fees plus all special handling fees, if the party which is rebilled or the third party does not pay. If the third party FedEx account is not in good credit standing, the sender will automatically be billed.

(d) For "Bill Recipient" or "Bill Third Party" transactions, if the recipient or third party refuses to pay the charges, refuses delivery or cannot be contacted, the sender is responsible and will be billed for any and all charges.

(e) We reserve the right to verify the method of payment for any shipment and to refuse any

shipment for which the method of payment cannot be established.

(f) Your shipment may be delayed if FedEx Ground determines that it is billed to a FedEx account number that is not in good credit standing. In this instance, the FedEx Money-Back Guarantee will not apply. (See "FedEx Money-Back Guarantee").

(g) C.O.D. shipments may not be shipped "Collect" or "Bill Recipient." Shipping charges for C.O.D. shipments must be billed to either a sender's or third party's FedEx account number; they may not be paid by cash, cheque or credit card.

(h) NOTWITHSTANDING ANY PAYMENT INSTRUCTIONS THAT ARE GIVEN TO FEDEX GROUND, THE SENDER IS ULTIMATELY LIABLE FOR ALL CHARGES AND FEES.

For FedEx Global Returns shipments, please see Return Options.

(i) A special handling fee will be applied for any cheque or electronic funds transfer ("EFT") that is dishonoured due to insufficient funds on deposit or incorrect or insufficient signature of the drawer.

(j) You must furnish the invoice numbers to which your payment applies with your payment. Payment should be sent using your remittance advice to:

Federal Express Canada Corporation  
P.O. Box 4626, Toronto STN A  
Toronto, ON M5W 5B4

(k) Billing Special Handling Fees: A special handling fee will be applied in the following situations:

**1.** Invoicing where an incomplete, inaccurate, invalid or deleted account number appears in the electronic data interchange ("EDI") transmission of shipping information.

For "Bill Sender" transactions, if the account number on the shipping barcode is incomplete, inaccurate, invalid or deleted and FedEx Ground is able to determine the correct number from FedEx Ground's records, all charges and fees, plus the special handling fee, will be billed to the sender, and any appropriate earned discount will apply. If the correct account number cannot be determined from FedEx Ground's records, all charges and fees and the special handling fee will be billed to the sender, and no discount will be allowed.

For "Bill Third Party" or "Bill Recipient" transactions, if the third party or recipient account number in the EDI transmission is incomplete, inaccurate, invalid or deleted, all charges and fees, plus the special handling fee, will be billed to the sender. If FedEx Ground can determine the sender's correct account number from FedEx Ground's records, it will be used for billing, and any appropriate earned discount will apply. If billed to sender and sender's correct account number cannot be determined from FedEx Ground's records, no discount will be allowed.

The fee for an incomplete, inaccurate, invalid or deleted account number will be applied only once for each package with such an account number.

**2.** Payor rebilling: A special handling fee will be charged to the sender for all requests to change a billing from the party billed or the bill-to-party shown on the shipping transmission. If there are multiple requests, the fee may be applied for each invoice line item that is rebilled. Requests for rebilling will be accepted up to one hundred and eighty (180) days from the invoice date, not counting the invoice date. Rebill requests will be accepted only for unpaid shipments.

Requests should be sent to:  
Federal Express Canada Corporation  
P.O. Box 4626, Toronto STN A  
Toronto, ON M5W 5B4

For information regarding EDI or EFT, contact your FedEx account executive.

(l) Invoice Adjustments/Overcharges

FedEx Ground reserves the right to audit shipments to verify service selection, shipment weight and dimensions. Package shape and dimensions may change during transit, which can affect the package's dimensional weight and surcharge eligibility. If the service selected, weight entered or dimensions entered are incorrect or change during transit, FedEx Ground may make appropriate adjustments to the shipment charges at any time.

Senders are responsible for entry of accurate shipment information in any electronic shipping solution. Because the number of packages and weight per package are critical to FedEx Ground's ability to correctly invoice, any omission or incorrect entry or unavailable information will result in a billing based on FedEx Ground's estimate of the number of packages transported and either the standard dimensional factor at the time of billing or a standard "default" weight-per-package estimate determined at FedEx Ground's sole discretion.

"Overcharge" means a charge based on an incorrect rate or an incorrect special handling fee, billing for the wrong type of service, or billing based on incorrect package or shipment weight or account number. Requests for invoice adjustment due to an overcharge, or request for refunds due to a duplicate payment, must be received within one hundred and eighty (180) days after the date of shipment.

If you choose to send your request for an invoice adjustment for non-service-related failure separately from your remittance statement, please use our online billing application at [fedex.ca](https://fedex.ca), FedEx Billing Online (if you are a registered user) or send your request to:

Federal Express Canada Corporation  
P.O. Box 4626, Toronto STN A  
Toronto, ON M5W 5B4

For additional information or assistance regarding billing issues, please contact 1.800.GoFedEx 1.800.463.3339 and select the invoice adjustments option to speak to a representative during normal business hours.

(m) Additional Taxes. If a federal/provincial value-added, consumption or similar tax is applicable to your shipment, FedEx Ground reserves the right to add that amount to your shipment charges.

(n) If FedEx Ground is unable to obtain payment on any transaction billed to a credit card accepted by FedEx Ground, the credit card holder will be invoiced for the charges due in addition to a per-package handling fee, except with regard to multiweight shipments, in which case the fee will be assessed per shipment rather than per package.

(o) The shipper is responsible for all reasonable costs incurred by FedEx Ground in attempting to obtain payment on any transaction. Such costs include, but are not limited to, lawyers' fees, collection agency fees, and interest and court costs.

(p) Missing or Invalid Account Number. An account number is invalid if it is not the correct account number for the bill-to-party, or it is the account number for a recipient or third party who fails to pay the shipping charges. An additional charge will be assessed for each missing or invalid account number.

(q) FedEx Ground® COLLECT Shipping. If authorized by FedEx Ground to ship packages via FedEx Ground COLLECT service option, the shipper agrees to pay all additional charges and surcharges related to shipment other than the transportation charges. Shipper agrees to ship packages via FedEx Ground COLLECT only to recipients authorized by FedEx Ground to receive FedEx Ground COLLECT shipments. Shipper also agrees to pay all applicable transportation charges if a package is shipped to an unauthorized recipient or if an authorized recipient refuses to accept delivery of a FedEx Ground COLLECT shipment. An additional charge will be assessed on any package that is shipped to a recipient not authorized by FedEx Ground to receive COLLECT packages.

## Claims

Except as provided herein with respect to concealed damage, receipt of the property without written notice of damage on the delivery receipt or other delivery document is prima facie evidence that the property was delivered in good condition.

### (a) Filing of Claims

**1.** All claims in connection with requests for C.O.D. service and all claims for loss or delay or damage to property tendered to FedEx Ground for transportation in extra-provincial or intra-provincial commerce (Canada) or in interstate or intrastate commerce (U.S.) must: (i) be filed in writing or online through [fedex.ca](https://fedex.ca); (ii) include or refer to the FedEx Ground Pick-Up Record (indicating the C.O.D. amount for the package for C.O.D. claims) and date or other facts sufficient to identify the package involved; (iii) be accompanied by a copy of the original invoice or, if no invoice was issued, other certified documents which prove the value of the property and/or extent of the loss or damage; (iv) assert FedEx Ground's liability for the alleged loss or damage; and (v) make a claim for the payment of a specified or determinable amount of money. Always refer to your tracking I.D. number. This will speed the investigation and processing of your claim. Failure to include sufficient documentation will delay the processing of a claim. A request for proof of delivery does not constitute the filing of a claim.

**2.** Bad order reports, appraisal reports of damage, notations of exceptions on delivery records, or other documents, inspection reports issued by FedEx Ground inspectors or inspection agencies, requests for proof of delivery and tracer or inspection requests standing alone are not sufficient to comply with these claim filing requirements.

**3.** Shippers may not deduct the amounts of pending claims, including a C.O.D. claim, from any transportation charges owed to FedEx Ground.

**4.** FedEx Ground's shipment status information is not intended or permitted to be used by shipper to file claims. (See section (c) under "Proof of Delivery")

**5.** FedEx Ground will not pay a claim for an uncertain amount, such as "\$100 more or less." FedEx Ground will not pay a claim for loss or damage to property unless all applicable transportation charges have been paid.

**6. FAILURE TO COMPLY WITH ANY OF THE ABOVE CONDITIONS MAY RESULT IN THE DENIAL OF A CLAIM.**

In no event shall FedEx Ground be liable for any special, incidental or consequential damages, including, without limitation, loss of profits or income, whether or not FedEx Ground had knowledge that such damages might be incurred. Shipper agrees not to sue FedEx Ground as a class plaintiff or class representative, join a class as a member or participate as an adverse

party in any way in a class action lawsuit against FedEx Ground. However, nothing in this paragraph limits the shipper's rights to bring a lawsuit as an individual plaintiff.

**7.** FedEx Ground reserves the option to pick up salvage on damaged shipments when the claim is paid in full.

(b) Acknowledgement of Claims FedEx Ground will, upon receipt in writing of a proper claim filed in the manner and form described in these FedEx Ground Terms and Conditions and accompanied by the documents described herein, acknowledge the receipt of such claim in writing to the claimant within thirty (30) days after the date of receipt by FedEx Ground unless FedEx Ground has paid or declined such claim in writing within thirty (30) days of the receipt thereof. FedEx Ground will create, either in writing or electronically, a separate file for each claim received, assign each claim a successive claim number, and note the claim number assigned on all documents filed in support of the claim and all records and correspondence relating to the claim including the written acknowledgement of receipt and, if in its possession, the pickup and delivery records covering the package involved. FedEx Ground will record the date a claim is received on the face of the claim document. The date of receipt will also be noted on FedEx Ground's written acknowledgement of receipt to the claimant.

(c) Time Limit for Filing Claims. Claims in connection with requests for FedEx Ground C.O.D. service must be filed in writing within twenty-one (21) calendar days of delivery of the parcel. The shipper has nine (9) months from delivery to submit any supporting claims paperwork to the C.O.D. Claims department.

Claims in connection with damage to a parcel must be filed in writing within twenty-one (21) calendar days of delivery. The shipper has nine (9) months from delivery to submit any supporting claims paperwork to the Claims department.

Claims in connection with loss of a parcel must be filed in writing within nine (9) months of the ship date. The shipper has nine (9) months from the ship date to submit any supporting claims paperwork to the Claims department.

### (d) Investigation of Claims

**1.** Each claim filed against FedEx Ground in the manner set forth above will be promptly and thoroughly investigated, if investigation has not already been made prior to receipt of the claim.

**2.** Each claim must be supported by the original FedEx Ground Pick-Up Record or Customer Shipping Record (if applicable), evidence that applicable transportation charges have been paid, and the original invoice or, if no invoice was issued, other certified documents which prove the value of the property and/or extent of loss or damage. Such documents may include estimates or invoices for repair, expense statements, appraisals or other certified documents. The documents must be verifiable to our satisfaction. Where the property involved in a claim has not been invoiced to the consignee, or where an invoice does not show price or value, or where the property involved has not been sold, or where the property has been transferred at bookkeeping values only, FedEx Ground will, before voluntarily paying a claim thereon, require the claimant to establish the destination value of the quantity shipped, transported, or involved, and to certify the correctness of the valuation in writing.

**3.** When a claim for loss of an entire package or an entire shipment cannot otherwise be authenticated upon investigation, FedEx Ground will obtain from the consignee of the shipment involved a certified statement in writing that the property for which the claim is filed has not been received from any other source.

**4.** In the event that the shipper and the recipient have refused a package, the property shall thereupon pass to FedEx Ground. FedEx Ground will not honour a claim for an abandoned package.

(e) Disposition of Claims FedEx Ground will, after receiving a written claim for loss or damage to property transported, either pay actual or declared value for the property, whichever is lower, or decline the claim, or make a firm compromise settlement offer, in writing to the claimant (unless special arrangements have been made) within one hundred twenty (120) days after receipt of the claim by FedEx Ground. If a claim cannot be processed and disposed of within one hundred twenty (120) days after the receipt thereof, FedEx Ground will advise the claimant in writing of the status of the claim and the reason for the delay in making final disposition.

### (f) Damaged Property

#### **1. FedEx Ground Discovered Damage**

Whenever property is damaged by FedEx Ground in the course of transportation and the damage is discovered by FedEx Ground prior to delivery, FedEx Ground will either:

- return the damaged property to the shipper and offer to pay for the damage (if determined to be liable), not to exceed the actual or declared value of the property, whichever is lower.
- remove any damaged property and ship the balance of undamaged merchandise. If damaged property is returned to the shipper, FedEx Ground will, at the shipper's request, pay the full actual or declared value of the damaged property, whichever is lower, and title to the property shall thereupon pass to FedEx Ground. If the shipper makes such a request for payment, the shipper must hold the damaged property until FedEx Ground has completed the

processing of the shipper's claim. FedEx Ground shall not be liable for any special, incidental or consequential damages.

## 2. Concealed Damage

Whenever property is delivered by FedEx Ground and damage or loss is subsequently discovered by the consignee, inspection may be made by FedEx Ground as promptly as practicable after receipt of request from consignee or shipper. FedEx Ground reserves the right to inspect a damaged shipment on customer premises as well as the right to retrieve the damaged shipment for inspection at a local FedEx facility. All of the original shipping cartons, packing and contents must be available for our inspection and retained until the claim is concluded. Inspection will include examination of the damaged property, the shipping container and its packing and any other action necessary to establish all the facts.

If a shortage is involved, FedEx Ground will compare the contents of the package with the invoice and conduct any other type of investigation necessary to establish that a loss has occurred. Shipper and consignee must cooperate fully with FedEx Ground to assist in the inspection. A written record of FedEx Ground's findings will be made and a copy given to the shipper for claim support. Any inspection report issued will be incorporated into the claim file.

3. In the event FedEx Ground does not conduct an inspection, the consignee must make the inspection and record all information pertinent to the cause. Consignee's inspection, in such case, will be considered as FedEx Ground's inspection, and will not jeopardize any recovery due the shipper based on the facts contained in the report.

FEDEX GROUND'S LIABILITY FOR LOSS OR DAMAGE TO PACKAGE CONTENTS, INCLUDING, WITHOUT LIMITATION, TO USED ELECTRONIC OR COMPUTER EQUIPMENT, SHALL BE LIMITED TO \$100, UNLESS A HIGHER VALUE IS DECLARED ON THE FEDEX GROUND PICK-UP RECORD AND THE APPLICABLE CHARGES ARE PAID. EVEN IF SHIPPER DECLARES A HIGHER VALUE FOR A SHIPMENT, FEDEX GROUND'S LIABILITY FOR LOSS OR DAMAGE TO A SHIPMENT IS LIMITED TO THE LESSER OF THE AMOUNT OF ITS REPAIR COST, ITS DEPRECIATED VALUE, OR ITS REPLACEMENT COST. In those instances where the shipper declares a value in excess of \$100, FedEx Ground's liability shall be determined by the most recent edition of the Orion Blue Book series applicable to the specific item lost or damaged or the declared value, whichever is lower, but in no event will liability exceed the declared value. Where the Orion Blue Book value is payable in U.S. funds, the amount payable will be converted to Canadian dollars, using the daily Bank of Canada conversion rate corresponding to the pickup date of the shipment.

## (g) Spotted Trailers

Shipper agrees to load any trailers spotted at its facilities with two hundred twenty-five (225) or more packages per trailer within forty-eight (48) hours after being spotted. Shipper agrees not to file claims on any package shortage for spotted trailers. FedEx Ground agrees to notify shipper of any package shortages within one hundred twenty (120) hours after the shipper's packages are transmitted to FedEx Ground. Notification to shipper shall include date of pickup and the number of packages short of the total entered by shipper on the FedEx Ground Pick-Up Record or provided by shipper on a computer-generated manifest. Shipper agrees not to file claims in connection with any package shortages reported by FedEx Ground to shipper.

## Collect on Delivery (C.O.D.) Service

1. FedEx Ground offers collect-on-delivery service for packages within Canada and from Canada to the U.S.. To request C.O.D. service, shipper must prepare and attach to each C.O.D. package a C.O.D. label showing the amount to be collected. Shipper must also enter the amount to be collected on the FedEx Ground Pick-Up Record in the space provided for such purpose. The amount to be collected must be specified in Canadian dollars for intra-Canada C.O.D. and in U.S. dollars for Canada to U.S. C.O.D.. The entry of a C.O.D. amount on the FedEx Ground Pick-Up Record is not a declaration of value for the package. If the shipper does not also declare the value of the package, FedEx Ground's liability for loss of or damage to the package shall be limited to the loss or damage actually sustained by the shipper or \$100, whichever is lower.

2. The shipper is required to affix the appropriate C.O.D. barcode label to the package to designate the payment option. The standard C.O.D. barcode label allows FedEx Ground or its agent, representative or contractor to collect money orders or cheques (including cashier's cheques, official cheques, certified cheques, company cheques and personal cheques) as a C.O.D. payment. Cash is not an acceptable form of payment if the standard C.O.D. barcode label is used. The Guaranteed Funds C.O.D. barcode label allows FedEx Ground or its agent, representative or contractor to collect only guaranteed funds as a C.O.D. payment, including certified cheque, money order, or a cashier's cheque. The Currency C.O.D. barcode label allows FedEx Ground or its agent, representative or contractor to collect only currency. FedEx Ground will not accept currency in excess of \$750 in payment for the C.O.D. amount associated with any one package delivered.

3. For each C.O.D. package, FedEx Ground will collect the amount shown on the C.O.D. label attached to the package, not to exceed \$25,000 per package, including freight charges. If collection cannot be made, FedEx Ground will return the C.O.D. package to the shipper.

4. Our liability for failure to collect the C.O.D. amount, failure to collect the specified form of payment, collection of an instrument in the wrong amount, or failure or delay in delivering the

payment instrument is limited to the lesser of the C.O.D. amount and \$5,000 unless a higher value is declared at time of tender, and a greater charge is paid as provided in the current FedEx Service Guide.

5. FedEx Ground reserves the right to charge supplemental fees, in addition to the C.O.D. fee posted at [fedex.ca](https://fedex.ca) and published in the FedEx Ground Rates, for C.O.D. deliveries to selected areas where the delivery is paid for by cash.

6. When the C.O.D. barcode label is used by the shipper for shipments within Canada, the shipper may request FedEx Ground to accept post-dated cheques as a C.O.D. payment. FedEx Ground does not accept post-dated cheques as a C.O.D. payment for shipments to the U.S.. The shipper must clearly print and highlight the shipper's request to accept post-dated cheques on the C.O.D. label attached to the package. If the shipper uses an electronic shipping solution to process the package, the shipper must use the "Any Payment Type" service code. FedEx Ground accepts post-dated cheques at the shipper's request only; FedEx Ground will not accept a post-dated cheque from the package's recipient as a C.O.D. payment unless so requested by the shipper. FedEx Ground will not accept post-dated cheques dated more than ninety (90) days after the delivery date, and FedEx Ground will not accept more than three (3) post-dated cheques per C.O.D. package.

7. When the Guaranteed Funds C.O.D. barcode label is used by the shipper, FedEx Ground reserves the right to accept a certified cheque, money order, cashier's cheque, or other similar instrument issued by or on behalf of the consignee.

8. All cheques (including cashier's cheques, certified cheques and post-dated cheques) and money orders tendered in payment of C.O.D. packages will be accepted by FedEx Ground at shipper's risk including, but not limited to, the risk of nonpayment and forgery, and FedEx Ground shall not be liable upon any such instrument.

9. An additional charge will be assessed for each request for C.O.D. service to be performed, whether or not FedEx Ground is able to collect as requested.

10. FedEx Ground will remit C.O.D. collection to the shipper within ten (10) days from date of collection. Performance of the C.O.D. service will not constitute FedEx Ground as the shipper's agent for any purpose, including, but not limited to, completion of the sale of the goods by the shipper to the recipient.

11. Additional restrictions may apply to C.O.D. deliveries to remote rural areas, including additional limitations on the maximum C.O.D. amount. Please contact FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 for more information.

## Counter Service

Counter service is provided at all FedEx Ship Centre and select FedEx Authorized ShipCentre (FASC) locations. FASC locations are independently owned and operated businesses and are not agents of FedEx Ground. The rates for packages shipped through a FASC may vary from FedEx Ground's base rates. The FASC's barcode must appear as the shipper's barcode for all shipments paid for at an FASC. Any inquiries regarding shipments paid for at an FASC must be directed to the FASC. FedEx Ground assumes no liability, other than to the FASC, for lost, damaged or delayed shipments paid for at an FASC. Please contact the FASC representative for information regarding rates and services and the terms and conditions of carriage.

Notwithstanding anything herein, services and rates for packages dropped off at FedEx Ship Centre and FASC locations using the shipper's FedEx Ground account number or barcode shall be as stated in the shipper's FedEx Ground Service Agreement or FedEx Ground Pricing Addendum, if any, and the incorporated documents.

## Credit Terms

(a) FedEx Ground does not provide individual consumer credit privileges.

(b) FedEx Ground may extend credit to shippers who, in the sole judgment of FedEx Ground, are creditworthy.

(c) As a condition of extending credit privileges to business customers, FedEx Ground reserves the right to require business customers to provide current financial information, agree to bank draft arrangements for payment on account, provide a security deposit or provide a bank letter of credit.

(d) The invoice date begins the credit term cycle, and payment is due within fifteen (15) days from the invoice date. Failure to keep your FedEx account current will result in termination of your FedEx Ground service.

(e) IF THE ACCOUNT NUMBER TO BE BILLED IS NOT IN GOOD CREDIT STANDING, THE PACKAGE MAY BE HELD OR STOPPED IN TRANSIT UNTIL YOU MAKE ALTERNATIVE PAYMENT ARRANGEMENTS.

(f) The shipper, and any other party who is liable for payment, is responsible for all reasonable costs incurred by FedEx Ground in obtaining or attempting to obtain payment for services rendered by FedEx Ground. Such costs include, but are not limited to, lawyers' fees, collection agency fees, interest and court costs.

(g) Credit privileges will not be restored until you have paid all past-due balances in full and



all costs, fees and expenses incurred by FedEx Ground in collecting or attempting to collect such balances. FedEx Ground may require establishment of EFT as a prerequisite to credit restoration. FedEx Ground may decline to restore credit privileges even if all costs, fees and expenses are paid.

(h) Customers requesting the reinstatement of their FedEx Ground service must call 1.800.GoFedEx 1.800.463.3339 and ask for the Credit Department.

(i) At our sole discretion, FedEx Ground may apply payments made on your account to any unpaid invoice issued on your account.

(j) Shippers may not deduct the amounts of pending claims from any transportation charges owed to FedEx Ground.

## **Declared Value and Limits of Liability (Not Insurance Coverage)**

**(a) FedEx Ground's liability with regard to any package is limited to \$100 unless a higher value is declared at time of tender, and a greater charge is paid as provided in the current FedEx Service Guide.**

**(b) The declared value (or carriage value) of any shipment (subject to the maximum amounts specified below) represents FedEx Ground's maximum liability in connection with a shipment, including, but not limited to, any loss, damage, delay, mis-delivery, nondelivery, misinformation, any failure to provide information, or mis-delivery of information. Exposure to and risk of any loss in excess of the declared value is either assumed by the shipper or transferred by the shipper to an insurance carrier through the purchase of an insurance policy. The shipper should contact an insurance agent or broker if insurance coverage is desired. FEDEX GROUND DOES NOT PROVIDE INSURANCE COVERAGE OF ANY KIND.**

(c) FedEx Ground's liability for failure to collect the C.O.D. amount, failure to collect the specified form of payment, collection of an instrument in the wrong amount, or failure or delay in delivering the payment instrument is limited to the lesser of the C.O.D. amount and \$5,000 unless a higher value is declared at time of tender, and a greater charge is paid as provided in the current FedEx Service Guide.

(d) In cases where the shipper declares or agrees in writing that the property being shipped has a value exceeding \$100 per package or article not enclosed in a package, an additional charge for each \$100 or fraction thereof of valuation in excess of the \$100 valuation will be assessed up to a maximum declared value of \$50,000 per package.

(e) Packages (including freight shipments) containing all or part of the following items are limited to a maximum declared value of \$1,000:

i. Artwork, including any work created or developed by the application of skill, taste or creative talent for sale, display or collection. This includes, but is not limited to, items (and their parts) such as paintings, drawings, vases tapestries, limited-edition prints, fine art, sculpture, collector's items, and customized or personalized musical instruments.

ii. Film, photographic images, including photographic negatives, photographic chromes, photographic slides.

iii. Any commodity that by its inherent nature is particularly susceptible to damage, or the market value of which is particularly variable or difficult to ascertain.

iv. Antiques, or any commodity that exhibits the style or fashion of a past era and whose history, age or rarity contributes to its value. These items include, but are not limited to, furniture, tableware, glassware, and collectors items such as coins, stamps, sports cards souvenirs and memorabilia. (Collectors coins and stamps may not be shipped.)

v. Glassware, including, but not limited to, signs, mirrors, ceramics, porcelains, china, crystal, glass, framed glass and any other commodity with similarly fragile qualities.

vi. Plasma screens.

vii. Jewellery, including, but not limited to, costume jewellery, watches and their parts, mount gems or stones (precious or semiprecious), industrial diamonds, and jewellery made of precious metals.

viii. Furs, including, but not limited to, fur clothing, fur-trimmed clothing and fur pelts.

ix. Precious metals, including, but not limited to gold and silver bullion or dust, precipitates or platinum (except as an integral part of electronic machinery).

x. Stocks, bonds, cash letters or cash equivalents, including, but not limited to, postage stamps (not collectible), traveler's cheques, lottery tickets, money orders, gift cards and gift certificates, prepaid calling cards (excluding those that require a code for activation), bond coupons, and bearer bonds.

xi. Guitars and other musical instruments that are more than 20 years old.

xii. Packages returned through the FedEx Ground Package Returns Program (PRP). See the Returns section.

(f) Our liability for loss or damage to used electronic or computer equipment shall be limited to \$100, unless a higher value is declared on the FedEx Ground Pick-Up Record and the applicable charges are paid. In those instances where the shipper declares a value in excess of \$100, our liability shall be determined by the most recent edition of the Orion Blue Book Series applicable to the specific item lost or damaged or the declared value whichever is lower, but in no event will liability exceed the declared value.

(g) Any effort to declare a value in excess of the maximums allowed in this FedEx Service Guide is null and void. Our acceptance for carriage of any package bearing a declared value in excess of the allowed maximums does not constitute a waiver of any provision of this FedEx Service Guide as to such package.

(h) Regardless of the declared value of a package, our liability for loss, damage, delay, mis-delivery, nondelivery, misinformation, any failure to provide information, or mis-delivery of information, will not exceed its repair cost, its depreciated value or its replacement cost, whichever is less.

## **Delivery Signature Options**

FedEx offers Delivery Signature Options for shippers. Not available for all shipments or to all destinations.

(a) **No Signature Required.** FedEx may release the package without obtaining a signature.

(b) **Indirect Signature Required.** FedEx will obtain a signature in one of three ways:

1. From someone at the delivery address; or
2. From a neighbour, building manager or other person at a neighbouring address; or
3. Where available, the recipient can sign a FedEx door tag or other FedEx-approved means to authorize release of the package without anyone present.

If delivery cannot be completed in these ways, FedEx may attempt delivery. Indirect Signature Required is available for residential shipments only.

(c) **Direct Signature Required.** FedEx will obtain a signature from someone at the delivery address. If no one is at the address, FedEx may attempt delivery.

(d) **Adult Signature Required.** For shipments to Canada, FedEx will obtain a signature from someone at least 19 years old (government-issued photo identification required) at the delivery address. For shipments the U.S., FedEx will obtain a signature from someone at least 21 years old (government-issued photo identification required) at the delivery address. In all cases, if there is no eligible recipient at the delivery address, FedEx may attempt delivery.

(e) Special handling fees may apply. See the FedEx Ground Rate Guide for details.

(f) FedEx will follow its standard delivery procedures if a signature option is not selected. These procedures may include releasing a shipment without obtaining a signature. If you require a signature for a shipment, select an appropriate Delivery Signature Option.

(g) Choosing a Delivery Signature Option overrides a signature release.

(h) FedEx will assess the Delivery Signature Option charge if the shipper requests the Option, even if a signature is not obtained, or the Delivery Signature Option requested is not available, or FedEx is unable to provide a copy of the signature obtained at delivery.

(i) Also see the Billing, Liabilities Not Assumed, Money-Back Guarantee Policy and Pickup and Delivery Service sections.

## **Dimensional Weight (Volumetric Weight)**

Transportation charges may be assessed based on dimensional weight, which is a volumetric standard. Dimensional-weight pricing is applicable on a per-package basis. For intra-Canada packages, dimensional weight is calculated by multiplying length by width by height of each package and dividing it by 166 cubic inches per pound (if multiplied in inches) or by 6,000 cubic centimetres per kilogram (if multiplied in centimetres). For packages shipped from Canada to the U.S., dimensional weight is calculated by multiplying length by width by height of each package and dividing by 139 cubic inches per pound (if multiplied in inches) or by 5,000 cubic centimetres per kilogram (if multiplied in centimetres). See the Dimensional Weight description in the FedEx Ground Rate Guide for additional details. If the dimensional weight exceeds the actual weight, charges based on the dimensional weight will be assessed. If the actual weight or dimensional weight exceeds 150 lbs. (68 kg) then the prorated per-pound rate will be used. For more information on unauthorized packages and applicable fees, please refer to the FedEx Ground Rate Guide. FedEx Ground reserves the right to modify or amend the Dimensional Weight standard without notice.

## **Drop-Off Shipments**

A drop-off shipment is a shipment dropped off by the shipper at a FedEx Ship Centre, or a designated FedEx Authorized ShipCentre or FedEx OnSite location, as available. Only shippers who have enrolled as drop-off discount customers will qualify for discounts. Drop-off discount customers are not eligible for pickup service. Customers not enrolled in the drop-off program who drop off their shipments at a FedEx Ship Centre, FedEx Authorized ShipCentre or FedEx OnSite location may incur a pickup fee.



## Fuel Surcharge

FedEx Ground reserves the right to assess fuel and other surcharges on shipments without notice. The amount and duration of any such surcharges will be determined at our sole discretion. By tendering your shipment to FedEx Ground, the shipper agrees to pay the surcharges, as determined by FedEx Ground.

## Inspection of Shipments

Without notice, FedEx Ground may, at our sole discretion, open and inspect any package and its contents tendered to us for transport. Customs authorities, or other governmental authorities, may also open and inspect a package and its contents at any time.

## Liabilities Not Assumed

**FEDEX GROUND WILL NOT BE LIABLE FOR ANY DAMAGES, WHETHER DIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL (INCLUDING, BUT NOT LIMITED TO, LOSS OF INCOME OR PROFITS), IN EXCESS OF THE DECLARED VALUE OF A SHIPMENT, WHETHER OR NOT FEDEX GROUND KNEW OR SHOULD HAVE KNOWN THAT SUCH DAMAGES MIGHT BE INCURRED.**

The maximum amount a shipper may declare is \$50,000. Even if the shipper declares a value, the liability of FedEx Ground is limited to the lesser of the amount of any loss or damage sustained by the shipper or the declared value.

Except such as may result from FedEx Ground's sole negligence, FedEx Ground will not be liable for, nor shall any adjustment, refund or credit of any kind be given for, any loss, damage, delay, mis-delivery, nondelivery, misinformation, or failure to provide information caused by or resulting in whole or in part from:

(a) The act, default or omission of any person or entity, other than FedEx Ground, including those of any local, provincial or federal government entity.

(b) The nature of the shipment, including any defect, characteristic or inherent vice of the shipment or any difference in weights of commodities caused by natural shrinkage.

(c) The shipper, owner or consignee's violation of any of the FedEx Ground Terms and Conditions, as amended from time to time, including, but not limited to, improper or insufficient packing, securing, marking or addressing of shipments, or use of an account number not in good credit standing, or the shipper, owner or consignee's violation of any applicable international treaty, law, governmental regulation, order or requirement.

(d) Events that FedEx Ground cannot control, including, but not limited to, acts of God, perils of the air, public enemies, criminal acts of any person(s) or entities including, but not limited to, acts of terrorism, acts or omissions of Customs, health or other public authorities acting with actual or apparent authority, authority of law, local disputes, civil commotions, hazards incident to a state of war, local or national weather conditions (as determined solely by FedEx Ground), mechanical delays, national or local disruptions in ground transportation networks (as determined solely by FedEx Ground), strikes or anticipated strikes (of any entity, including, but not limited to, other carriers, vendors or suppliers), quarantine, natural disasters (earthquakes, floods and hurricanes are examples of natural disasters), conditions that present a danger to FedEx Ground personnel, and disruption or failure of communication and information systems (including, but not limited to, FedEx Ground systems).

(e) Acts or omissions of any person or entity other than FedEx Ground, including FedEx Ground's compliance with verbal or written delivery instructions from the sender, recipient or persons claiming to represent the shipper or recipient.

(f) Loss of or damage to articles packed and sealed in packages by the sender or by person(s) acting at sender's direction, provided the seal is unbroken at the time of delivery, the package retains its basic integrity, and receipt of shipment by the recipient without written notice of damage on the delivery record.

(g) Erasure of data from, or the loss or irretrievability of data stored on, magnetic tapes, files or other storage media, or erasure or damage of photographic images or soundtracks from exposed film.

(h) FedEx Ground's inability to provide a copy of the delivery record or a copy of the signature obtained at delivery.

(i) Failing to obtain the signature option requested for shipments using FedEx Delivery Signature Options.

(j) Shipments released without obtaining a signature at residential addresses. (See the Delivery Signature Options and Pickup and Delivery sections.)

(k) Shipments released without obtaining a signature at nonresidential addresses when release has been authorized by the shipper or recipient. (See the Delivery Signature Options section.)

(l) FedEx Ground's failure to honour "package orientation" graphics (e.g., "UP" arrows, "THIS END UP" markings), "fragile" labels or other special instructions not explicitly provided for in the FedEx Ground Terms and Conditions on packaging, or damage to shipments not in packaging approved by FedEx Ground prior to shipment where such prior approval is

recommended or required herein.

(m) Damages indicated by any shockwatch, tiltmetre or temperature gauge.

(n) The shipment of fluorescent tubes, neon lighting, neon signs, x-ray tubes, laser tubes, light bulbs, quartz crystal, quartz lamps, glass tubes such as those used for specimens, and glass containers such as those used in laboratory test environments.

(o) The shipment of scale models (including, but not limited to, architectural models, doll houses, etc.).

(p) The shipper's failure to provide a valid FedEx Ground account number in good credit standing in the billing instructions on shipping documentation.

(q) FedEx Ground's failure to notify the shipper of any delay, loss or damage in connection with the shipper's shipment or any inaccuracy in such notice.

(r) Damage to briefcases, luggage, garment bags, aluminum cases, plastic cases, or other items whose outer finish might be damaged by adhesive labels, soiling or markings.

(s) Damage to any computers or any components thereof when shipped in packaging other than the original manufacturer's packaging (if it is undamaged and in good, rigid condition) and laptop computers. See the "Packaging and Marking" section for additional requirements.

(t) Damage to, or the total or partial loss of, shipments of prohibited items.

(u) Shipments of any plants and plant materials.

(v) The shipment of perishable commodities. FedEx Ground does not provide a protective service for the transportation of perishable commodities or commodities requiring protection from heat or cold. Such commodities will be accepted for transportation solely at the shipper's risk for damage caused by the exposure to heat or cold. The shipper agrees not to file damage claims for perishable items.

(w) Shipments containing repaired, remanufactured or refurbished goods.

(x) If a shipment is refused by the recipient, leaks, or is damaged, the shipment will be returned to the sender if possible. If the sender refuses to accept the returned shipment or it cannot be returned because of leakage, or damage due to faulty packaging, the shipper is responsible for and will reimburse FedEx Ground for all costs and fees of any type connected with the legal disposal of the shipment, and all costs and fees of any type connected with cleanup of any spill or leakage.

(y) FedEx Ground will not be liable for any package where FedEx Ground's records do not reflect that the customer tendered the package to FedEx Ground. For shipments entered into a FedEx self invoicing system, or any other electronic shipping solution used to ship a package, the shipper is responsible for deleting any shipments entered into such system but not tendered to FedEx Ground.

(z) Delays caused by customs clearance procedures or those of other regulatory agencies, including delays caused by incorrect, incomplete, inaccurate or missing customs documentation, or by adherence to FedEx Ground policies regarding the payment of duties and taxes.

(aa) FedEx Ground's failure or inability to attempt to contact the sender or recipient concerning an incomplete or inaccurate address, incorrect, incomplete, inaccurate or missing documentation, payment of duties and taxes necessary to release a shipment, or an incomplete or incorrect customs broker's address.

(bb) Our compliance with verbal or written delivery instructions from the sender, recipient or persons claiming to represent the shipper or recipient including requests made by the recipient via delivery-option tools provided by FedEx.

(cc) Our failure to deliver or make an attempt to deliver a package on the scheduled delivery day or time, if the shipper or recipient requested a later delivery or informed FedEx that the recipient location is closed or unavailable to accept delivery on the originally scheduled delivery day or time.

## Method of Payment

There are three recommended forms of payment: cheque, credit card (MasterCard, Visa, American Express) and charge to a valid FedEx account number in good standing. If a customer elects to "Bill Sender", "Bill Recipient" or "Bill Third Party" and (1) fails to include an account number; or (2) indicates an incorrect account number, FedEx Ground will charge a special handling fee to defray the extra expense of billing such items. Payment by cash is available only at designated locations. Payment by EFT is available only by prior written agreement. If payment is by cheque, the cheque must contain the payor's name, address and telephone number. Payment by post-dated cheque is not permitted.

## FedEx Money-Back Guarantee

FedEx Ground offers a money-back guarantee for our services. This guarantee can be suspended, modified or revoked at our sole discretion without prior notice to you.

## FedEx Ground Money-Back Guarantee

The money-back guarantee is your exclusive remedy in the event of a service failure for the recovery of all or any portion of the FedEx charges for a shipment. If the money-back guarantee is suspended, there is no remedy or recovery of charges for a service failure. There are no delivery commitments for shipments on which the money-back guarantee is suspended.

At our option, we will, upon request, either refund or credit your transportation charges in the event of a service failure (which means if FedEx Ground does not deliver the shipper's standard FedEx Ground and FedEx Ground® Multiweight package(s) by the end of the scheduled delivery day).

Limitations. The following limitations apply:

1. A credit or refund under this FedEx Money-Back Guarantee will be applied only to the transportation charges for the shipment giving rise to the credit. (Transportation charges means the amounts assessed for movement of a shipment and does not include any other fees or charges that may be assessed under this FedEx Service Guide, such as (but not limited to) declared-value charges, special handling fees, collection on delivery (C.O.D.) charges, surcharges, duties, taxes, clearance entry fees and any other fees related to customs clearance.)
2. FedEx Ground may, in its sole discretion, refuse to honour a claim where the request for guarantee credit is made by, or the information utilized to determine the status of the package is determined by, a third party other than the payor of the charges.
3. This FedEx Money-Back Guarantee applies to domestic deliveries within Canada and to international shipments when FedEx Ground arranges for customs clearance.
4. When packages are tendered to an interline cartage agent, this FedEx Ground Money-Back Guarantee only applies to the portion of transportation provided directly by FedEx Ground.
5. Packages tendered for delivery on holidays that are business days for FedEx Ground will be scheduled for delivery on that day if the recipient business is open. However, if the recipient business is known by FedEx Ground to be closed due to the holiday, the packages will be scheduled for delivery on the next business day the recipient is open, but this FedEx Ground Money-Back Guarantee will not apply.
6. See "B. Customs Clearance" in the "International Service Conditions" section for additional restrictions on the FedEx Money-Back Guarantee applicable to FedEx International Ground™ shipments.
7. Where customs or other regulatory clearances are delayed, the FedEx Ground scheduled delivery day for the applicable shipment may be modified by adding one business day for each day (or portion thereof) that such clearances are delayed.
8. The FedEx Money-Back Guarantee does not apply to shipments to post office box addresses, rural routes, concessions, side road numbers or legal land descriptions.

## Exceptions:

FedEx Ground will not be obligated to refund or credit your transportation charges, surcharges or premium service charge if:

1. We provide you with proof of timely delivery, consisting of the date and time of delivery and, if applicable, the name of the person who signed for the shipment, or service-exception information reflecting that the failure to deliver timely resulted from circumstances described under the "Liabilities Not Assumed" section.
2. The service failure resulted, in whole or in part, from any of the circumstances described under the "Liabilities Not Assumed" section.
3. The shipper did not properly label the package in accordance with this FedEx Service Guide, including, without limitation, affixing the correct business name, contact name (for FedEx Ground packages), delivery address (number, street, city, province, and a postal code) and correctly placing the customer-specific FedEx Ground barcode label on the package.
4. The shipper did not timely and accurately transmit all electronic package-level data required, including, but not limited to, any electronic package-level data necessary for package sorting by FedEx Ground to the extent required by the shipper's agreement with FedEx Ground.
5. The package was not picked up by FedEx Ground at the shipper's location or at a FedEx Ship Centre, FedEx Authorized ShipCentre, or FedEx OnSite location before the location's regular scheduled pickup time.
6. The package was tendered for transportation on the Monday after U.S. Thanksgiving through Christmas Eve.
7. The shipment contained special instructions, including, but not limited to, FedEx Ground Call Tag Service and FedEx Delivery Signature Options.
8. There was an unexpected large release of packages from your shipping location.
9. A charge for additional handling or address correction applied; see FedEx Ground Rates for details.

10. The package was deemed by FedEx Ground to be unauthorized.

11. The shipment was undeliverable or returned (including, but not limited to, returns generated by a FedEx return option).

12. The delay in delivery was caused by adherence to FedEx Ground's policies regarding the payment of duties and taxes prior to customs clearance or at delivery.

## Refund or Credit Requests:

To qualify for a refund or credit due to a service failure, you must notify us of the service failure and request a refund or credit in compliance with the conditions listed below. If you do not comply with these conditions, you are not entitled to receive a refund or credit and cannot recover compensation for a service failure in any lawsuit.

1. You may request a refund or credit due to a service failure by submitting your request for an invoice adjustment via the FedEx Ground telephone invoice adjustment system by calling 1.800.GoFedEx 1.800.463.3339, use our online billing application at [fedex.ca](https://fedex.ca), FedEx Billing Online (if you are a registered user) or by completing the applicable FedEx Money-Back Guarantee request form at [fedex.ca](https://fedex.ca) (the "FedEx Ground Approved Channels").
2. Your notification of a service failure must include your FedEx tracking number and invoice number, if applicable.
3. All requests for a refund or credit must be received via one of the FedEx Ground Approved Channels within fifteen (15) calendar days of the invoice date or within fifteen (15) calendar days from the ship date if payment is made by credit card or in advance by cash, cheque or money order.
4. A partial payment against an invoice is not considered a request for invoice adjustment or notice of a refund request. A notification of the reason for an unpaid charge with your payment is not considered a request for an invoice adjustment or notice of a refund request if the reason relates to a service failure.

The principal terms, conditions and exceptions related to this FedEx Money-Back Guarantee are summarized above. The shipper is directed to [fedex.ca](https://fedex.ca) for any changes to these terms, conditions and exceptions.

In addition to the conditions noted above:

- Any applicable refunds or credits will be refunded or credited only to the payor of the charges associated with the shipment.
- Additional exclusions and limitations relating to the FedEx Money-Back Guarantee apply. Please contact the Invoice Adjustments Group at 1.800.GoFedEx 1.800.463.3339 for more information.

## Package Restrictions (Size and Weight)

(a) FedEx Ground will accept for transport packages that weigh up to the maximum package weight published in this FedEx Service Guide in effect at the time of shipment and that measure up to 165 inches (419 cm) in combined length and girth. FedEx reserves the right to assess additional handling, oversize package and unauthorized package surcharges on any package whose dimensions are altered during transit, causing it to meet the parameters for these charges.

## MEASUREMENT OF LENGTH AND GIRTH:

1. Regular-Shaped Packages: Length: Measurement of the longest side. Girth: Measurement of the distances around the package at its thickest part, at a right angle to the length. The total of these two measurements is the combined length and girth.
2. Irregular-Shaped Packages and Regular-Shaped Articles With Hollow or Open Spaces: To measure combined length and girth, assume the package or article to be enclosed in a six-sided, rectangular container, and then determine the combined length and girth as for regular-shaped packages.

The maximum package weight must not exceed 150 lbs. (68 kg), except in Newfoundland and Labrador and Nunavut, the Yukon and the Northwest Territories, where the weight of the package must not exceed 70 lbs. (32 kg).

## (b) Charge for Unauthorized Packages

In addition to other rates and charges specified in the FedEx Ground Terms and Conditions, additional charges\* will be assessed for the following conditions:

- Any package measuring more than 108" (274 cm) in length\*\*
- Any package measuring more than 165" (419 cm) in length and girth combined\*\*
- Any package weighing more than 150 lbs. (68 kg)\*\*
- Unauthorized packages will be rated based on the greater of the package's actual rounded weight or dimensional weight, subject to a 90-lb. (41 kg) minimum billable weight.

\*Please refer to the FedEx Ground Rates or see your FedEx account executive for more information.

\*\*Note: These packages are unauthorized and may be refused or returned to the shipper.

However, at FedEx Ground's sole discretion, they may be accepted and delivered.

#### (c) Additional Package Charges

FedEx Ground reserves the right to assess additional charges for packages that require special handling, including, but not limited to, the following:

- Any package not fully encased in an outside shipping container, any package encased in an outside shipping container made of metal or wood (excluding cans and pails). Examples include tires, wooden crates, trailer hitches and shovels. (Fabric or carpet rolls wrapped in plastic are considered "fully encased" and will not be subject to additional handling charges.)
- Any package exceeding 48" (121 cm) in length.
- Any package weighing 150 lbs. (68 kg) or less and measuring greater than 96" (243 cm) in length or 130" (330 cm) in combined length and girth will be classified by FedEx Ground as an 'oversize' package.

Oversize packages will be rated based on the greater of the package's actual rounded weight or dimensional weight, subject to a 90-lb. (41 kg) minimum billable weight.

## Packaging and Marking

### Skid Shipments

Skids with multiple packages will be broken down. Therefore, ensure that packages are individually labelled.

Skids will not be returned to the shipper unless specific advance arrangements are made. Please contact FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 to verify skid pickups for your area, as not all geographic areas can be accommodated. Single items strapped to a skid are not permitted.

### Wood Framing

Wood framing (such as used for corner supports or bracing) which is an integral part of a package is acceptable, but may be subject to additional handling charges. Please contact FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 for additional information.

**1.** All packages must be prepared and packed by the sender for safe transportation assuming ordinary care in handling. Any articles susceptible to damage as a result of any conditions which may be encountered in air or ground transportation, such as changes in temperature or atmospheric pressure, must be adequately protected by sender. Each shipment must be legibly and durably marked with the name, address, telephone number and postal/I code of both the shipper and recipient. The postal/ZIP code is crucial to the efficient movement of the package through the FedEx Ground system. Address labels should be placed on both sides of each package with an additional label enclosed inside.

**2.** New corrugated boxes in good, rigid condition and large enough to allow cushioning of contents on the top, bottom and sides should be used. Items that cannot be packed into cartons (auto tail pipes, mufflers, tires, rims, etc.) should have all sharp edges and protrusions wrapped and the address label secured by pressure-sensitive tape wrapped completely around the object. Briefcases, luggage, garment bags, aluminum cases, plastic cases, computer cartons or similar types of items whose outer finish might be damaged by adhesive labels, soiling, marking or other types of surface damage that is normal with ordinary care in handling should be placed in a protective container for shipment. Items with casters, wheels or rollers must have them removed or packaged to prevent damage.

**3.** Packaging for all fragile articles (including, but not limited to, electronic and electrical devices, scientific testing equipment, fragile glass, crystal, porcelain, or china) should be pre-approved by FedEx Ground prior to shipping. FedEx Ground assumes no liability for such shipments. FedEx Ground customers may submit their packaging to the FedEx Test Lab for evaluation prior to shipping. For information on how to submit your packaging for evaluation, contact your FedEx account executive.

**4.** At its sole discretion, FedEx Ground may require a shipper of packages classified as Oversize, as defined in "Package Restrictions" above and in the FedEx Ground Rates, to submit a representative sampling of the Oversize packaging for inspection and testing. The package sample must pass FedEx's pre-shipment test procedures. If the shipper fails to comply with FedEx Ground's request to inspect and test Oversize packaging or the sampling fails FedEx testing, FedEx Ground will not be liable for any damage to shipper's Oversize packages.

Special test procedures are required for:

- Elongated packages, such as blinds.
- Flat packages, such as picture frames.
- Liquids.
- Clothing and lampshades.

To ship liquids you must follow these guidelines:

- Avoid containers sealed with friction-top closures.
- Choose screw caps, clips, or containers that have been soldered closed.

- Note, a manufacturer's tamper-evident seal over the bottle opening is recommended.
- Select internal packaging that will contain any leakage that may occur during transit.
- Get verification in writing from your cap and bottle supplier that the application torque and heat seal are compatible with your product.
- Paint shipped in metal cans must have paint clips or retaining ring around the lid.

FedEx Ground customers may contact FedEx Packaging Design and Development at 1.800.633.7019 prior to shipping for helpful packaging and shipping information.

## Pharmaceuticals

Shipments of pharmaceuticals will only be accepted when tendered in accordance with applicable local, provincial and international laws. The shipper is responsible for compliance with all applicable laws.

## Pickup and Delivery Service

### (a) Pickup Service

Charges for pickup service shall apply in addition to the rates set forth in this FedEx Service Guide in effect at the time of shipment. Upon payment of the applicable pickup service charge, FedEx Ground will call at the premises of qualified shippers, once each business day, to pick up packages for delivery.

i. Alternate Address Pickup: An Alternate Address Pickup Fee will apply to pickup service at locations other than the shipping location associated with the FedEx Ground account number. Service times remain the same as those currently offered by FedEx Ground for Next Day On Call. Cut-off times will be based on the local time of the alternate address pickup location. Regular pickup customers who use Alternate Address Pickup to replace a regularly scheduled pickup must cancel the regular pickup; otherwise, a charge will be incurred for both the regular and alternate pickup services. FedEx Ground standard billing/payment options apply. Not available to "cash only" customers. The FedEx Money-Back Guarantee applies as per the FedEx Ground Terms and Conditions.

### (b) Delivery Service

i. FedEx Ground does not offer a restricted-delivery service and may deliver to someone other than the person or entity named as the recipient. We also may make an indirect delivery. An "indirect delivery" is a delivery to a consignee other than the consignee named on the address label. The recipient of the indirect delivery must be a neighbour in close proximity to the actual consignee, and must agree to sign for the package. The delivery driver must note the indirect delivery in his delivery scanner, and then leave a completed doorknocker at the actual consignee's location detailing where the package was left. For residential deliveries, the driver may, in his sole discretion, leave the package behind at a safe place without obtaining a signature if no conflicting FedEx Delivery Signature Option is selected. U.S. recipients may be able to utilize FedEx Delivery Manager to authorize release of the package without anyone present. Where a signature is required, FedEx will make up to three attempts at delivery. A notice that delivery has been attempted will be left at the recipient's address after the first, second and third attempts. After the third delivery attempt, the package will be returned to the FedEx Ground terminal and held up to seven (7) days while FedEx Ground attempts to contact the recipient. If the recipient cannot be contacted and the package delivered, the package will be returned to the shipper. (See the Delivery Signature Options section.)

At our sole discretion, shipments having a declared value of \$500 or greater in the currency of the destination country may not be released without a signature even where the release is otherwise authorized.

If a shipment cannot be delivered or returned or if the shipper or recipient cannot be contacted, the shipment may be transferred or disposed of by FedEx Ground in its sole discretion, with or without notice, and the shipper, if known, agrees to pay any costs incurred in its disposal. FedEx Ground does not customarily contact shippers to notify them in advance of returning packages. No refund will be provided for the original shipping charges.

ii. If a shipment is addressed to a post office box address within Canada or a rural route, concession, side road number, or legal land description within Canada because no street address exists, the area code and telephone number of the recipient must be indicated on the shipment or documentation. FedEx Ground may, in its sole discretion, attempt to contact the recipient prior to delivery, utilize a postal service or an interline cartage agent for delivery, or contact the recipient to pickup the shipment at the closest FedEx Ground location. Use of a post office box address, rural route, concession, side road number, or legal land description may result in a delivery delay. Our normal delivery commitments and the FedEx Money-Back Guarantee do not apply to post office box address, rural route, concession, side road number, or legal land description shipments. If the recipient cannot be located after reasonable efforts, the shipment will be treated as undeliverable.

iii. FedEx Ground may, at its sole discretion, utilize a postal service or an interline cartage agent for deliveries to remote rural areas or in the event of extreme or unexpected seasonal package volume. Packages tendered to a postal service or interline cartage agent may result in additional transit days and/or service restrictions. Please contact FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 for more information.

iv. Drop-Ship Packages: For drop-ship packages, that is, those outbound prepaid packages dropped at FedEx Ground's designated terminals or hubs, the charge for a returned package after three delivery attempts or for a refused package will be the transportation charge from the original drop point to the shipper's facility. The shipper is responsible for all return duties and taxes.

v. International and intra-Canada commercial shipments may also be released without obtaining a signature if the recipient has provided authorization by signing the Release Delivery Authorization and Indemnification Agreement for Recipients (obtained through your local FedEx location or your FedEx account executive) or online using FedEx Delivery Manager for shipments to the United States.

vi. At its discretion, FedEx Ground may not deliver or attempt delivery on the scheduled delivery day if the shipper or recipient requested a later delivery or informed FedEx that the recipient is closed or unavailable to accept delivery on the scheduled delivery day. In this situation, charges will be assessed based on the service initially selected by the shipper. The shipper or payor is responsible for communicating with the recipient regarding requested later delivery times and is responsible for knowing the days and times that the recipient location can accept FedEx deliveries.

#### (c) Residential Package Surcharge

Residential packages destined to FedEx Ground's specified rural postal code/ZIP codes incur an additional charge over the standard residential surcharge. Please see your FedEx account executive for additional information or refer to the FedEx Ground Rates for the Residential Package Surcharge applicable at the time of shipment. Residential Package Surcharges are calculated on a per package basis.

#### (d) Rural Surcharges

Packages destined to certain postal/ZIP codes incur additional rural surcharges. Please see your FedEx account executive for additional information or refer to the FedEx Ground Rates for the applicable surcharge. Rural Surcharges are calculated on a per package basis.

#### (e) Refused Parcels

If a shipment is refused by the consignee, or cannot be delivered for any other reason, FedEx Ground will attempt to return the shipment to the shipper.

### Plants and Plant Materials

Shipping of plants and plant materials is discouraged by FedEx Ground. FedEx Ground assumes no liabilities if such materials are damaged in transit or if damages result from delay of shipment. If you choose to ship plants or plant materials, including seedlings, plant plugs and cut flowers, they must be shipped in accordance with applicable local, provincial and federal laws. Packages containing these items may be inspected by government agencies, which may result in a delay in delivery or seizure by government inspectors. FedEx Ground is not liable or responsible for damage, refunds or credits resulting from such delays or seizures. (See the Liabilities Not Assumed and Money-Back Guarantee Policy sections.)

### Privacy

By sending or receiving a shipment, or being identified as the Third Party for billing purposes, you consent to the collection, use, or disclosure of personal information about you by FedEx for the following purposes:

- To provide timely, reliable and value-added services to customers including intra-Canada and international shipping, shipment tracking, customs brokerage, account management and billing, global logistics, supply chain management, information management and technical support, e-commerce, and related services;
- To establish a customer relationship and to communicate with customers;
- To develop, implement, market, and manage services for customers;
- To assist in law enforcement purposes, to collect unpaid debts, for credit reporting and rating purposes, for customer identification verification and to protect the business interests of FedEx and its customers;
- To manage and promote the business activities of FedEx; and
- To meet requirements imposed by law.

In particular, with respect to a shipment, you consent to the disclosure by FedEx of personal information about you to the shipper, the recipient and the party identified as the Third Party for billing purposes, as the case may be.

Your personal information may be transferred to a FedEx affiliate or third party service provider for processing. Your personal information may be maintained and processed by our affiliates and other third party service providers in the U.S. or other jurisdictions.

### Prohibited Items

The following list summarizes items not accepted by FedEx Ground for transport. This list is not all-inclusive and is subject to change without notice. FedEx Ground reserves the right to open and inspect any package tendered to it for transportation. FedEx Ground will refuse and return any shipment that is considered unsafe or unlawful to transport. Shipper agrees not to

tender any packages containing hazardous materials or dangerous goods for shipment, with the exception of "consumer commodities" and "limited quantities" as defined, labelled and packaged in accordance with the Transportation of Dangerous Goods Act and Regulations for intra-Canada shipments. Shipper agrees to declare on its manifest each package requiring additional handling.

The following items are prohibited from shipment within Canada and to the U.S.:

- Alcoholic beverages.
- Animals, such as birds, fish, reptiles, dead animals or animals that have been mounted (This restriction does not apply to intra-Canada shipments of properly packaged meat or poultry products intended for human consumption or to intra-Canada shipments of edible seafood, such as live lobsters, crabs or other types of fish and shellfish for human consumption, provided the shipper is in compliance with all local, provincial, and federal laws.)
- Articles of unusual value, such as priceless art, jewellery, collectibles, and antiques.
- Cannabis or marijuana, including cannabis or marijuana intended for recreational or medicinal use, cannabis seeds, plants, resin or any of their derivatives, and synthetic cannabinoids.
- Cash, coins, currency, stamps, negotiable stocks, bonds, bank drafts, cash letters, and other negotiable instruments equivalent to cash.
- Containers of liquids with a volume exceeding 8 gallons (32 litres) or 70 lbs. (32 kg) in weight.
- 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 (also commonly referred to as "fake goods" or "knock-offs").
- Dangerous goods or hazardous materials: corrosives, explosives, toxics, or other substances including Other Regulated Materials (ORM-Ds) controlled by the Federal Aviation Administration (FAA) and/or Transport Canada and Environment Canada.
- Explosives, fireworks, flares, matches.
- Firearms of any kind, weaponry, ammunition, and parts thereof.
- Flammable goods.
- Furs.
- 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.
- 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; and any materials regulated as UN 2814, UN 2900, UN 3373 and UN 3291.
- Inhalation hazards.
- Human or animal remains, corpses, organs, embryos, body parts, or cremated or disinterred human remains.
- Improperly packaged shipments.
- 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.
- Lottery tickets and gambling devices where prohibited by federal/national, provincial, state or local law.
- Packages that are wet, leaking or that emit an odour of any kind.
- Pornographic materials.
- Shipments that may cause damage to, or delay of, equipment, personnel or other shipments.
- Shipments that require FedEx Ground to obtain any special licence or permit for transportation, importation or exportation.
- Tobacco, cigarettes, tobacco products.
- Unaccompanied baggage (prohibited from shipments to the U.S.; acceptable for intra-Canada shipments).
- Used gasoline tanks (filled or empty) or any used gasoline-powered device or equipment with an integral fuel tank (full or empty). New, empty gasoline tanks or gasoline-powered devices are acceptable in original unopened packaging.



- Any articles which require a U.S. Department of State import licence or a Canadian Export Permit.

- Any shipment moving under an A.T.A. carnet.

The following items are prohibited for shipments from Canada to the U.S.:

- Plants, plant materials, seeds, including cut flowers.
- Perishables, including, but not limited to, perishable food, foodstuffs, and beverages, perishable pharmaceuticals, and any other items requiring refrigeration or other environmental control.
- 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, jewellery, toiletries, personal electronics, golf clubs, furniture, dishes, linens, books, artwork, and home décor.

#### Goods Prohibited by Law:

No service shall be rendered by FedEx Ground in the transportation of any shipment which is prohibited by law or regulations of any national, provincial, or local government in the origin or destination countries. No service shall be rendered in the transportation of any hazardous materials/dangerous goods that are subject to regulation by the U.S. Department of Transportation (D.O.T.), the Federal Aviation Administration (FAA), the International Air Transport Association (IATA), the International Civil Aviation Organization (ICAO), Transport Canada, Environment Canada, the Canadian Transportation of Dangerous Goods Act, the Canadian Environmental Protection Act, the Canadian Explosives Act, Canadian Atomic Energy Act, the Canadian Nuclear Safety and Control Act, any provincial Dangerous Goods Transportation Act or Environment Protection Act, or the U.S. Code of Federal Regulations, Title 49.

### Proof of Delivery

Verification of Delivery. Shippers may obtain proof of package delivery, including delivery date, by calling FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 or at [fedex.ca](https://fedex.ca). There is no additional charge for this service.

### Rate Quotations

Rates and service quotations by FedEx Ground employees, agents, representatives and contractors are estimates only and will be based upon information the shipper provides. Final rates and service may vary based upon the shipment actually tendered and the application of the FedEx Ground Terms and Conditions. FedEx Ground is not liable for, nor will any adjustment, refund or credit of any kind be made, for any discrepancy in any rate or service quotation made prior to the shipment and the rates and other charges for which you are ultimately invoiced by FedEx Ground.

The FedEx Ground base rates will be as published in this FedEx Service Guide at [fedex.ca](https://fedex.ca) in effect at the time of shipment. For all rates, the shipper will need to provide the weight of the package. Fractions of a pound or kilogram shall be raised to the next full pound or kilogram in determining the weight of the package. Visit [fedex.ca](https://fedex.ca) for rate and transit information. For international shipments where shipper designates a specific broker, rates do not include brokerage fees, duties, or taxes where applicable. For international shipments where the shipper accepts Brokerage-Inclusive Service, rates may include a clearance entry fee as a separate line item where the shipper is the payor of duties, taxes and brokerage fees, but will not include duties, taxes or ancillary clearance fees.

### Refusal or Rejection of Shipments

FedEx Ground reserves the right to refuse to transport and return any package or shipment that it, in its sole discretion, determines to be dangerous, hazardous, unsafe or unlawful to transport, or likely to soil, taint or otherwise damage other shippers' property or FedEx Ground's equipment, personnel or contractors, or is improperly or insecurely packaged or wrapped, or is economically or operationally impracticable to transport. Packages must be packaged and wrapped so as to pass the procedures described in the "Packaging and Marking" section covering testing of the packaged products weighing under 150 lbs. (68 kg). Shipper agrees not to tender any packages containing hazardous materials or dangerous goods for shipment, with the exception of "consumer commodities" and "limited quantities" as defined, labelled and packaged in accordance with the Transportation of Dangerous Goods Act and Regulations for domestic shipments within Canada.

### Returns

FedEx Ground Return Options include FedEx Ground® Package Returns Program ("PRP"), FedEx Ground Call Tag, FedEx Print Return Label and FedEx Email Return Label. The FedEx Ground Return Options are subject to all other terms and conditions provided in the "Claims" section, and in the FedEx Ground Terms and Conditions. The contents of a return shipment are subject to the same restrictions and prohibited-item limitations as the original shipment. Packages containing hazardous materials are not eligible for FedEx Ground Return Options, except for packages shipped by preapproved shippers using the FedEx Ground Package Returns Program.

NOTWITHSTANDING ANY PAYMENT INSTRUCTIONS THAT ARE GIVEN TO FEDEX, THE PARTY THAT INITIATES A RETURN SHIPMENT TRANSACTION WITH FEDEX IS ULTIMATELY LIABLE FOR, WILL BE BILLED FOR, AND AGREES TO PAY, ALL CHARGES AND FEES, INCLUDING ANY SPECIAL HANDLING FEES AND ANY DUTIES OR TAXES WHICH WE HAVE ADVANCED, REGARDLESS OF ANY PAYMENT INSTRUCTIONS TO THE CONTRARY, IF THE SENDER OR THIRD PARTY FAILS OR REFUSES TO PAY.

#### (a) FedEx Ground Package Returns Program (PRP)

Written authorization from FedEx Ground is required to participate in the Package Returns Program (PRP). The maximum liability assumed by FedEx Ground for packages returned through PRP is limited to \$100 unless a higher value is declared, up to a maximum of \$1,000, at time of tender and a greater charge paid (see the Declared Value and Limits of Liability section). The maximum liability assumed for FedEx Print Return Label or FedEx Email Return Label is limited to the sum of \$100 unless a higher value is declared at time of tender and a greater charge paid as provided in the FedEx Service Guide. See the Declared Value and Limits of Liability section for additional details. The shipper may declare a value up to \$50,000 for packages returned through the FedEx Ground Call Tag. The declared value of the FedEx Ground Call Tag may not exceed the value of the declared value on the original shipment. The shipper may not declare a value for a package returned to FedEx Ground through a damage call tag. FedEx Ground shall not be liable for any damage to a shipment or claim arising out of the use of a return option unless the package was lost during shipment or there was visible damage noted by the driver at time of delivery. FedEx Ground shall not be liable for any concealed damage for items returned by using PRP, FedEx Print Return Label or FedEx Email Return Label. Receipt of a shipment without written notice of damage on the delivery record is prima facie evidence that the shipment was delivered in good condition. The FedEx Ground liability for any loss or damage arising out of an authorized return shipment shall never exceed the actual amount of damage or the declared amount, whichever is lower. All other terms and conditions related to FedEx Ground claims regulations and, as a whole, the tariff, shall apply for packages shipped through the use of a FedEx Ground return option.

#### (b) FedEx Ground Call Tag (Intra-Canada Shipments Only)

1. Shippers may request the recall of packages previously delivered by calling FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 or at [fedex.ca](https://fedex.ca) and providing the location(s) of any package(s) to be recalled, including the original tracking number.

2. Customers can also use this feature for picking up packages from a different location.

3. Additional charges for FedEx Ground Call Tag are in addition to applicable transportation charges.

4. Service is available for FedEx Ground shipments within Canada but is unavailable for FedEx International Ground shipments.

5. FedEx Ground Call Tag packages are not eligible for incentives of any kind.

### Undeliverable Shipments

An undeliverable shipment is one that cannot be delivered for reasons that include, but are not limited to, any of the following:

- The recipient refuses to pay for a bill-recipient shipment.
- The recipient of a Hold at Location shipment cannot be located.
- The recipient refuses to accept the shipment prior to, during or after delivery.
- The recipient's delivery address cannot be located.
- The shipment was addressed to an area not served by FedEx.
- The shipment's contents or packaging are damaged to the point that rewrapping is not possible.
- The shipment would likely cause damage or delay to other shipments or property or injury to personnel.
- The shipment contains prohibited items.
- The recipient's place of business is closed.
- No appropriate person was available to accept the shipment at a delivery location on the initial delivery attempt or reattempts.
- The shipment was improperly packaged.

(a) Undeliverable shipments may be returned via FedEx Ground service at the payor's expense. Shipments will be returned via FedEx Ground service at no additional charge if the shipment is undeliverable because of damage to the shipment caused by FedEx. However, if the shipment is undeliverable for any other reason, FedEx Ground reserves the right to assess return transportation charges and fees to the original payor, along with the original transportation charges and fees.

(b) Our money-back guarantee policy does not apply to undeliverable or returned shipments.  
(c) If an undeliverable shipment cannot be delivered or returned, or if the shipper or recipient cannot be contacted, or if the shipment contains perishable commodities, the shipment may

be transferred or disposed of by FedEx at its sole discretion, with or without notice, and the shipper, if known, agrees to pay any costs incurred in the disposal.

## International Service Conditions

The following sections contain service conditions that apply exclusively to international shipments.

### A. Billing

(1) Invoicing. Duties, taxes, and brokerage fees may be assessed on the contents of shipments destined for international locations. Duties, taxes, and brokerage fees may be billed to the shipper if the consignee or third party refuses to pay them. Charges to shipper's account in currencies other than U.S. dollars will be converted to U.S. dollars, using the weekly Wall Street Journal conversion rate corresponding to the pickup date of the shipment. A service fee may apply.

Regardless of any payment terms to the contrary, shipper is ultimately liable for all charges and fees relating to a shipment including, but not limited to, any duties or taxes that FedEx has disbursed. Shippers are responsible for accurately completing all sections of the required export documentation and for the entry of accurate shipment information in any electronic shipping solution or software program.

(2) Responsibility for Payment. Shipper is responsible for all charges, including transportation charges, duties and brokerage fees, governmental penalties and fines, taxes, and FedEx Ground's legal fees and legal costs related to all shipments tendered to FedEx Ground. Shipper will also be responsible for any cost FedEx Ground may incur in returning shipments to shipper or warehousing them pending disposition.

### B. Customs Clearance

FedEx Ground can arrange for customs clearance in respect of FedEx International Ground shipments to the U.S. (Brokerage-Inclusive Service). When FedEx Ground arranges customs clearance services, a Clearance Entry Fee may be charged, which will be reflected in the applicable duty and tax invoice. Additional charges may apply. These may include, without limitation, ancillary fees associated with account security fees, additional entry line items, after hours clearance, broker routing fees, business number registrations, duty and tax claims or amendments, import permits, low value document exception handling, low value entry corrections, low value entry exceptions, clearance charges involving other government agencies, storage fees, transfers in bond, and for other special brokerage processing. As Brokerage-Inclusive Service is made available for FedEx International Ground shipments processed through FedEx electronic shipping solutions, you will have the option to select your own broker or accept the Brokerage-Inclusive Service.

**1. Exports.** All shipments crossing international borders must be cleared through customs in the destination country before being delivered to the consignee.

Visit the FedEx Document Preparation Centre at [fedex.ca](http://fedex.ca) or call 1.800.GoFedEx 1.800.463.3339 for details on documentation requirements. All non-document shipments sent to international destinations must have a description and commercial transaction value for customs even if the shipment is not for resale.

Shipper agrees to provide all required documentation for customs clearance and certifies that all statements and information on said documentation, including documentation submitted electronically, are true and correct. Shipper authorizes FedEx to forward all information of any nature regarding shipments to any and all governmental or regulatory agencies that request or require such information. Shipper understands that making false declarations or statements may result in civil and criminal penalties, including forfeiture and sale.

If shipper does not complete all documents required for carriage, or if the documents submitted are not appropriate for the services or destinations specified, shipper hereby authorizes and instructs FedEx, where permitted by law, to complete, correct, or replace the documents for the shipper at the shipper's expense. However, FedEx is not obligated to do so.

If a substitute form of Commercial Invoice is needed to complete delivery of the shipment and FedEx completes such a document, the terms of this FedEx Service Guide will continue to govern.

Customs regulations require the Social Security Number (SSN) of an individual, and the Internal Revenue Service Employer Identification Number (EIN) of the U.S. consignee for certain shipments being exported to the U.S..

This information must be included on the Commercial Invoice for all U.S. shipments. The EIN or SSN must be on file with the U.S. Customs Service. Any changes to a company address or the EIN/SSN should be provided to FedEx Ground for system updating. Shipments that arrive in the U.S. that do not have the correct EIN or SSN may be detained until that information can be obtained from the consignee or determined otherwise. This requirement applies to shipments exported to the U.S. requiring a formal entry.

When shipments are held by customs or other agencies because of incorrect or missing documentation, FedEx Ground may attempt to notify the consignee or shipper, as determined by local law. If the consignee or shipper fails to supply the required information or documentation, the shipment may be determined to be undeliverable. FedEx Ground assumes no responsibility for the inability to complete a delivery due to incorrect or missing

documentation, whether or not we attempt to notify the consignee or shipper. FedEx Ground assumes no responsibility for FedEx Ground's inability to notify the consignee or shipper. Shipments held by customs or other agencies because of incorrect or missing documentation will require additional transit time.

Except as provided below, and whenever local law allows, FedEx Ground will arrange for submission of your shipments to customs and other appropriate regulatory agencies for clearance, and FedEx may disburse duties and taxes on behalf of the payor (subject to FedEx's credit policies).

**WHETHER AN ANCILLARY FEE IS IMPOSED OR NOT AND DESPITE ANY OTHER PROVISION IN THESE TERMS AND CONDITIONS, WITH RESPECT TO ANY ACTIVITIES UNDERTAKEN BY FEDEX IN RELATION TO COMMODITIES BEING IMPORTED INTO OR EXPORTED FROM CANADA, FEDEX WILL NOT BE LIABLE FOR ANY CANADIAN ADMINISTRATIVE MONETARY PENALTY SYSTEM PENALTIES ("AMPS PENALTIES") LEVIED AGAINST FEDEX AND/OR YOU, EVEN ARISING FROM THE NEGLIGENCE OF FEDEX, AND YOU AGREE TO INDEMNIFY FEDEX AGAINST ANY SUCH AMPS PENALTIES.**

In some instances, at FedEx Ground's option, FedEx Ground may accept instructions from recipients to use a designated customs broker other than the broker arranged by FedEx Ground or the broker designated by the shipper.

Shipments other than Personal, Inter-office, and Business (PIB) documents (excluding negotiable stocks, bonds, cash letters and other negotiable instruments equivalent to cash which are not acceptable) may require additional transit time for delivery due to customs clearance procedures. Shipments requiring additional documentation may require additional transit time.

**PROPER COMPLETION OF NECESSARY DOCUMENTATION AND ACCURATE COMMODITY DESCRIPTIONS AND VALUATIONS ARE YOUR RESPONSIBILITY.** You are responsible for, and warrant your compliance with, all applicable international treaties, laws, government regulations, orders or requirements including, but not limited to, customs and import laws and regulations of any country to, from, through or over which your shipment may be carried. You agree to furnish such information and complete such documents as are necessary to comply with such treaties, laws, regulations, orders or requirements. FedEx Ground assumes no liability to you or any other person due to your failure to comply with this provision.

If shipper does not accept Brokerage-Inclusive Service for a FedEx International Ground shipment to the U.S. and instead designates a specific customs broker to provide clearance services for the shipment, these FedEx Ground Terms and Conditions apply to such shipment with the following modifications:

(1) FedEx Money-Back Guarantee If the shipper designates a specific broker in respect of a shipment, such shipment is not eligible for the FedEx Money-Back Guarantee.

(2) If a broker's address is found to be incomplete or incorrect, FedEx Ground may attempt to find the correct address and to complete the delivery, but FedEx Ground assumes no responsibility for FedEx Ground's failure to complete delivery under such circumstances. Incorrect postal codes, omitted suite/apartment numbers and former street addresses for brokers who have relocated are examples of addresses requiring corrections. If the correct address cannot be determined or if the broker cannot be reached, FedEx Ground may attempt to contact the shipper for address clarification or instructions to return the shipment.

(3) FedEx will not disburse or bill any duties and taxes if the shipper designates a specific broker for the shipment.

(4) FedEx reserves the right to arrange for clearance of the shipment if the designated broker cannot be determined or will not perform clearance or if complete broker information is not provided (including name, address, phone or postal code). If FedEx Ground arranges for clearance of the shipment, all of the applicable FedEx Ground Terms and Conditions in this FedEx Service Guide apply.

(5) FedEx Ground may route the shipment to the FedEx bonded warehouse closest to the designated broker.

**2. Imports.** Shipments originating outside Canada for delivery in Canada are subject to local tariffs and the applicable FedEx Ground Terms and Conditions.

The FedEx Ground Terms and Conditions include terms regarding the importation and customs clearance of shipments into Canada. Canada Customs regulations require that where the importer is a corporation, the corporation must provide its Revenue Canada Import/Export Account Business Number, identified by an "RM" code in the 15-digit federal Business Number. This information must be included on the Commercial Invoice for all Canadian import shipments. Shipments which arrive in Canada and which lack a Business Number or show an incorrect Business Number may be detained until that information can be obtained from the consignee or determined otherwise.

### C. Right to Inspect

FedEx Ground reserves the right but is not required to open and inspect any package tendered to it for transport.

#### **D. Duties and Taxes**

In order to expedite customs clearance, FedEx may elect to disburse duties and taxes on the importer's behalf. A FedEx agent or employee may contact the importer to confirm arrangements for reimbursement of amounts to be disbursed. Duties and taxes may generally be billed to shipper, consignee, or a third party.

If a consignee or third party from whom reimbursement is requested refuses to pay assessed duties and taxes, FedEx Ground may bill shipper. If the shipper refuses to make satisfactory arrangements for reimbursement, the shipment may be placed into a general order or customs-bonded warehouse. Shipper remains liable for all amounts disbursed by FedEx.

In certain cases, FedEx may require importers to pay customs duties and taxes at or prior to delivery of the shipment. These importers may include customers with poor credit histories, customers without a valid FedEx Ground account number, new FedEx Ground customers, hotel guests, and departments within institutions.

#### **E. Refused Parcels**

Shipper may elect to have the shipment returned if the shipment is refused by the consignee or for any other reason cannot be delivered.

If a shipment is returned to the shipper, the shipper is responsible for payment of both the original transportation charges and the return charges. All duties and taxes, assessed in the destination country as well as the origin country upon return, are also the responsibility of the shipper. All return charges are payable immediately upon request.

#### **F. Delivery Area Surcharge**

A delivery area surcharge will be applied to all Canada to U.S. shipments destined for select commercial and residential ZIP codes. A residential surcharge will also be applied for residential ZIP codes. Please visit [fedex.ca](https://fedex.ca) for a list of the ZIP codes where the delivery area surcharge will apply.

#### **G. Postal Codes and Telephone Numbers**

The consignee's postal code, telephone number and contact name are critical information and should be included on both the Commercial Invoice and address label.

#### **H. Returns and Import Shipping Options**

Shipments returned from the U.S. using FedEx Ground Return Options, or shipments initiated via the Create Import Shipment feature on [fedex.ca](https://fedex.ca), are governed by the FedEx Ground Tariff, U.S. edition. Consult [fedex.ca/globalreturns](https://fedex.ca/globalreturns) for details on return shipments.

FOR SHIPMENTS INITIATED VIA THE CREATE IMPORT SHIPMENT FEATURE ON FEDEX.CA, NOTWITHSTANDING ANY PAYMENT INSTRUCTIONS THAT ARE GIVEN TO FEDEX, THE PARTY THAT INITIATES THE IMPORT SHIPMENT TRANSACTION WITH FEDEX IS ULTIMATELY LIABLE FOR, WILL BE BILLED FOR, AND AGREES TO PAY, ALL CHARGES AND FEES, INCLUDING ANY SPECIAL HANDLING FEES AND ANY DUTIES OR TAXES WHICH WE HAVE ADVANCED, REGARDLESS OF ANY PAYMENT INSTRUCTIONS TO THE CONTRARY, IF THE SENDER OR THIRD PARTY FAILS OR REFUSES TO PAY.

#### **I. Shipper Warranty**

Shipper warrants that each article in each shipment will possess the required paperwork to export, will be properly described on the Commercial Invoice, will be acceptable for transport by FedEx Ground, and will be properly marked, addressed, and packaged to ensure safe transportation with ordinary care in handling.

#### **J. Export Control Laws**

Shipper is responsible for, and warrants its compliance with, all applicable laws, rules and regulations, including, but not limited to, the export laws and government regulations of any country to, from, through or over which its shipment may be carried. Any FedEx Returns service shipments that are forwarded to a third country must also comply with the export control requirements of the original merchant country. Shipper agrees to furnish such information and complete and attach such documents as necessary to comply with such laws, rules and regulations. FedEx Ground will not carry shipments that violate any Canadian export laws. FedEx Ground assumes no liability to shipper or any other person for any loss or expense — including, but not limited to, fines and penalties — if shipper fails to comply with any export laws, rules or regulations.

#### **Warranty Disclaimer**

FedEx Ground makes no warranties, express or implied, and expressly disclaims any and all warranties.