



# 2019 Holiday Money-Back Guarantee Policy

## FedEx Express

Consistent with our FedEx Service Guide, the FedEx Money-Back Guarantee will be suspended temporarily on the following dates:

- Thursday, Feb. 14, 2019, Friday, May 10, 2019, and Wednesday, Nov. 27, 2019, if the delivery was made within 90 minutes of the delivery commitment for the selected service and destination.
- Wednesday, Dec. 18, through Tuesday, Dec. 24, 2019, for shipments delivered by the end of the day on the published delivery commitment date for the selected service and destination.<sup>1</sup>

This applies to the following FedEx Express® services:

- FedEx First Overnight®
- FedEx Priority Overnight®
- FedEx Standard Overnight®
- FedEx 2Day®
- FedEx 2Day® A.M.
- FedEx Express Saver®
- FedEx First Overnight® Freight
- FedEx 1Day® Freight
- FedEx 2Day® Freight
- FedEx 3Day® Freight
- FedEx International First®
- FedEx International Priority®
- FedEx International Economy®
- FedEx International Priority DirectDistribution®
- FedEx International Economy DirectDistribution<sup>SM</sup>
- FedEx International MailService®
- FedEx International Priority® Freight
- FedEx International Economy® Freight

## FedEx Ground

Packages tendered to FedEx Ground for delivery on the day after Thanksgiving will be scheduled for delivery on that day if the recipient business is open, but in any event, the delivery commitment will be extended to the next business day for application of the money-back guarantee.<sup>2</sup> The money-back guarantee for FedEx Ground and FedEx Home Delivery® will be suspended temporarily for packages picked up on Monday, Dec. 2, through Tuesday, Dec. 24, 2019.

## FedEx Freight

The FedEx Freight no-fee money-back guarantee will be suspended for shipments with required delivery dates of Monday, Dec. 16, 2019, through Thursday, Jan. 2, 2020.<sup>3</sup> During this time, FedEx Freight will continue to provide normal pickup and delivery, except on Dec. 24–25, 2019, and Jan. 1, 2020, when FedEx Freight is closed, and on Dec. 31, 2019, when FedEx Freight will be open, with only prearranged pickup and delivery shipments being made. FedEx Freight® shipments picked up on Dec. 31, 2019, will resume normally on Jan. 2, 2020. For example, one-day shipments picked up on Dec. 31, 2019, will resume on Jan. 2, 2020 and be delivered on Jan. 3, 2020. If you have a shipment that requires a money-back guarantee during this holiday timeframe, we encourage you to call your FedEx account executive or our customer service team at **1.866.393.4585** and ask about A.M. Delivery or Close of Business delivery options for your FedEx Freight shipments, as these will continue to offer a money-back guarantee during the holiday season. You can also contact FedEx Expedited Freight Services® at **1.866.274.6115** for help with expedited holiday shipping needs. FedEx Freight remains committed to providing the highest level of service, including on-time delivery of your freight, during the holidays.

<sup>1</sup>For details on the FedEx Money-Back Guarantee, see the [FedEx Service Guide](#). FedEx SameDay Money-Back Guarantee terms and conditions do not change during the holidays.

<sup>2</sup>The FedEx Ground Money-Back Guarantee applies to deliveries within the U.S and to brokerage-inclusive shipments to Canada. Restrictions apply. For details, see the [FedEx Ground Tariff](#).

<sup>3</sup>All services are subject to the terms and conditions of the [FXF 100 Series Rules Tariff](#).