

FedEx Ground® Economy Returns Service Claims Guidelines

FedEx Ground Economy will allow claims for packages that are lost or damaged while under FedEx custody. Claims must be filed within 90 days of physical entry into the FedEx network. FedEx Ground Economy is not a guaranteed service and therefore cannot cover claims outside of the FedEx network.

FedEx Ground Economy is responsible for the package while in the FedEx network. FedEx custody begins when the package is physically scanned at a FedEx location. FedEx custody ends when there is a delivery event that shows the package was returned to the shipper. When a claim is filed and approved, the wholesale cost will be reimbursed up to the limit of \$100 per package plus any invoiced shipping charges.

Exceptions

FedEx Ground Economy will not reimburse for the following costs:

- Leaking and/or damaged packages due to poor packing and/or faulty packaging used by the recipient sending the return
 - Fulfillment costs
 - Any type of expedited services
 - Damage that occurs while packages are in the custody of the United States Postal Service (USPS)
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Supporting Documentation Requirements

Each claim requires the following documentation to be eligible for payment:

- [FedEx Ground Economy Claim Form](#)

OR

- [Excel Bulk Claims Template](#)

The completed form or template should be sent in a new email to FGEClaims@Fedex.com. Do not reply to a previously sent email.

Who May File

Only the party directly paying the shipping charges to FedEx may file a claim to recover the loss.

Questions

Please direct any questions you have about these guidelines to FedEx Ground Economy Customer Support at FGEClaims@Fedex.com.

This reference is a general guideline and does not supersede any rights or responsibilities listed in contract.