



## FedEx Express® Billable Stamps Frequently Asked Questions

Using FedEx Express Billable Stamps is an easy, cost-effective way to manage returns and other inbound FedEx Express® shipments. For more about how these preprinted labels work, and how they may help you control costs, consider these frequently asked questions.

### **How do FedEx Express Billable Stamps work?**

FedEx Express Billable Stamps are FedEx shipping labels preprinted with your return address. Simply include the preprinted label with your outbound package or send the label to your customer once the return is initiated. The FedEx Express Billable Stamp takes the place of an airbill and lets you control delivery speed and cost. Shipment weight is determined by the courier at the time of pickup.

### **What are the advantages of using FedEx Express Billable Stamps?**

Because you determine the delivery service in advance, you take control of your inbound packages. The stamps cost nothing if they are not used. And the label does not display your account number, so your information stays secure.

### **What services are available with FedEx Express Billable Stamps?**

The preprinted labels are available for FedEx Priority Overnight®, FedEx Standard Overnight® and FedEx 2Day® services in all 50 states, including Alaska and Hawaii.

### **Is Saturday delivery available with FedEx Express Billable Stamps?**

Yes, choose FedEx Express Expanded Billable Stamps for Monday through Saturday delivery. Select FedEx Priority Overnight or FedEx 2Day (1-lb. minimum) service. (Saturday delivery is not available with FedEx Standard Overnight service.)

### **When can I expect inbound packages to arrive with FedEx Express Expanded Billable Stamps?**

Shipments tendered on Friday with FedEx Priority Overnight or Thursday with FedEx 2Day are delivered on Saturday. An extra charge applies. Shipments tendered on a day other than Thursday or Friday arrive on the normally scheduled business day.

### **What if I don't want to accept deliveries on Saturday?**

Choose the weekday delivery stamp for Monday through Friday delivery. Shipments tendered anytime during the week are delivered on their normally scheduled business day.

### **What is the weight limit for shipping with FedEx Express Billable Stamps?**

Your customers may ship packages weighing up to 150 lbs. with FedEx Express Billable Stamps.

### **What is the minimum order for FedEx Express Billable Stamps?**

You must order a minimum quantity of 50 (per line item on the order form), but FedEx Express Billable Stamps may be used for up to 2 years from your order date. The expiration date is clearly printed on the face of your stamps. Stamps are not accepted after the date they expire.

### **Must I have a FedEx account number to order FedEx Express Billable Stamps?**

Yes, an account number is required, but it's easy to open a FedEx Express account. Go to [fedex.com/us/newcustomer/index.html](http://fedex.com/us/newcustomer/index.html).

### **Must my FedEx Express Billable Stamps be shipped to my account address?**

Yes, to ensure security, your FedEx Express Billable Stamps are shipped only to the address associated with your account. Your customers may not request direct shipment of stamps to their location.

### **When will my order of FedEx Express Billable Stamps be shipped?**

Your FedEx Express Billable stamps are typically shipped in 5 to 7 business days after you place your order.

### **Can my customers reorder FedEx Express Billable Stamps directly from FedEx?**

No, since you have the agreement with FedEx, and you are paying for the FedEx Express Billable Stamps, you control the supply. Remind your customers that they must contact you when they need additional FedEx Express Billable Stamps.

### **How do I order FedEx Express Billable Stamps?**

Orders cannot be placed by phone because a signature is required on the agreement. Complete the FedEx Express Billable Stamp Agreement and Order Form at [fedex.com/us/services/options/returns/returnstamps.html](http://fedex.com/us/services/options/returns/returnstamps.html) or call 1.800.GoFedEx 1.800.463.3339 for more details.

See the FedEx Express Billable Stamp or FedEx Express Billable Stamp Agreement for terms and conditions governing the use of FedEx Express Billable Stamps and FedEx Express Expanded Billable Stamps.