

Test procedures

Customers with an active FedEx account can request complimentary package testing that simulates conditions experienced when shipping through our network. We offer Testing Packages for FedEx Small Parcel networks (ISTA-6-FEDEX-A for FedEx Express® and FedEx Ground® shipments); Soft Pack testing for FedEx Small parcel networks; Air Freight packages over 150lbs (ISTA-6-FEDEX-B for FedEx Express® Freight shipments); and LTL Freight packages (ISTA 3B for FedEx Freight® LTL shipments.) Visit fedex.com/packaginglab to download our testing brochures.



Submission guidelines

- **Send no more than four (4) test packages.**
- **One test app per package**
- **Maximum Dimensions for Freight testing: 78" (L) x 60" (W) x 97" (H)**
- **Maximum weight for Freight testing: 3000lbs**
- **Include all packaging components and products in the exact configuration you'd send to a customer.**
- Be sure that the information you provide on the application is accurate including product name and model number
- We don't test packages that contain dangerous goods or hazardous materials, except for dry ice. While we can test packages with simulated hazardous materials (sand, water or dummy products), testing does not meet regulatory shipping hazardous materials.
- After completing the application form, attach a copy to the exterior package via pouch or packing list, then email the application to packagingservices@fedex.com and send your package to:
 - **Attn: Testing FedEx Packaging Lab**
 - **789 Progress Road Collierville, TN 38017**
 - **Results provided in 4-8 business days**

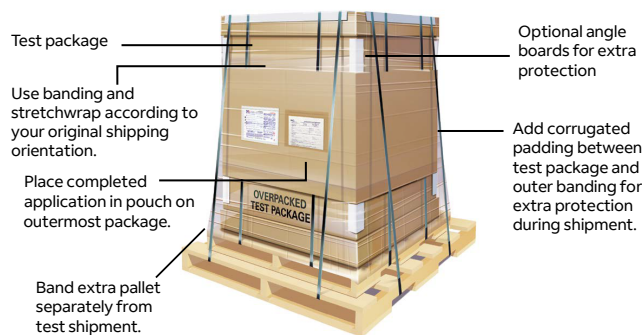


Preparing the test package

Get the most accurate test results by following the instructions below to ensure your small-parcel, soft pack, and freight shipments arrive to us undamaged. For all shipments, be sure to indicate which packaging components should be removed before testing.

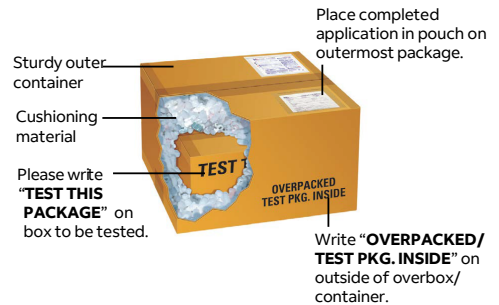
Freight testing- Max: 78"x60"x97" & 3000lbs

- To protect palletized freight shipments, band test packages onto an extra pallet and then overwrap with corrugated pads, angle boards or stretchwrap as shown in the diagram below.
- To protect non-palletized test shipments, send in an overbox on a single pallet. (No diagram shown.)



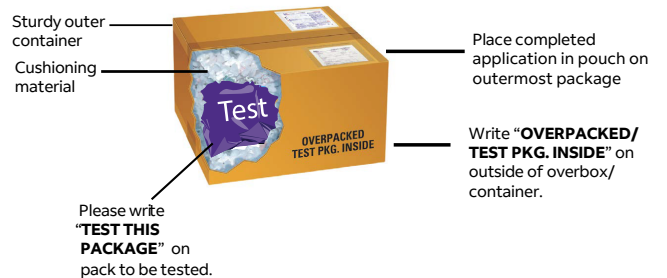
Small-parcel testing- Max: 150lbs/165" CLG*

- Place your test package in an outer container as shown in the diagram below.
- For cushioning material, use foam, air-cellular cushioning, packing peanuts or other materials.



Soft Pack testing- Max: 24"x24"- 20lbs

- Place your test package with contents and empty packs in an outer container as shown in the diagram below
- For cushioning material, use foam, air-cellular cushioning, packing peanuts or other materials.



* Combined Length + Girth

** Some conditions apply for certain packages



Shipping costs

- Testing is complimentary*, but you'll cover the cost of shipping to us. We may not provide complimentary return shipping if we do not test the package and you shipped inbound using a 3rd party.
- If requested, we'll return your package free of charge** via FedEx Ground or FedEx Freight in North America, or for international customers, FedEx Express. Or we'll ship via the FedEx service of your choice at your expense.
- Return shipping for freight packages outside North America must be covered by the customer. Packages will be shipped back to a commercial address, not to a residential address.
- We reserve the right to consolidate small packages into one palletized return freight shipment

Contact information

Company name- must match FedEx account		FedEx account no.	Country	
Address- must match account information		City	State	ZIP
Contact name	Contact phone	Contact email		
Describe previous damages to your product.		Special instructions		
What constitutes a failure for your company?		Alternate Address for returning packages- if different than above		
Initial package test	Retest (previous test number)			

Complimentary testing

Service: (select only one (1) test procedure)		The package contains: (check all that apply)		
FedEx Ground (ISTA 6-FedEx-A)	Air Freight (ISTA 6-FedEx-B)	Dry ice	Gel packs or ice	Electronics
FedEx Express (ISTA 6-FedEx-A)	LTL Freight (ISTA 3B)	Pharmaceuticals/medical devices		
	Soft Pack	Simulated hazardous materials*		
This packaging is:		*Note: If you send hazardous materials, we will return or dispose of the packaging and contents at your expense.		
Current packaging	Prototype packaging			
Do you ship this product domestically or internationally?		I have placed my test package in an overbox/overpack for safe shipment. (see page 1 for info)		
Domestically (within own country)	Internationally (multiple countries)	Yes (see below)	No (test as received)	
Product name or description (required)		If yes, what outer packaging needs to be removed prior to testing?		
Model no.		Pallet		Stretchwrap
Approx. value (USD)		Wooden crate		Corrugated box/pad
		Banding		
		I would like my sample(s) returned after test completion.		
		Yes No		

Release & authorization

I release the product and packaging to FedEx for testing. I also release and agree to hold FedEx harmless for any damages or liability for loss of product or packaging submitted to the FedEx Packaging Lab. Federal, legal and regulatory requirements may prevent us from returning certain commodities. For safety reasons, we cannot return packaging that contains leaking products or broken glass.

I agree to the terms stated above.

Name _____ Date _____

Fast forward your next step

Identifying your packaging issues is step one. Addressing the issue comes next. If you'd like, we can help speed up that process by connecting you with a third-party packaging supplier at no additional cost. Simply check this box, and we'll send the supplier your test package and results. They'll contact you with a packaging solution, no obligation required.*

To submit this form, save it to your desktop and attach it to an email addressed to **packagingservices@fedex.com** with your company name in the subject line.

* FedEx is an independent company; has no ownership interest or other control over any third-party package supplier; and doesn't make any warranty or assume any liability relating to any work, services, or products of any such supplier. Third-party package supplier referrals are not intended to represent or convey any endorsement by FedEx of the services or products provided by such suppliers.