



Service Impact of COVID-19

Service Impact of COVID-19 Containment Measures in United States (as of March 23, 2020)

FedEx is an essential business

Due to the crucial role we play in moving supply chains and delivering critical relief, FedEx is considered an essential business and may continue to operate under state of emergency and shelter in place orders recently issued in the U.S.

We have been and will continue to operate to and from impacted areas as local conditions and restrictions allow. Our FedEx Office retail locations are also providing vital access points to our global network, hold locations for redirected shipments and urgent printing support for government agencies and customers. The safety and well-being of our 475,000 team members is our top priority as they continue to deliver critical goods and services to support communities across the globe.

Prior to shipping, please check to see if your recipient is open, as many commercial businesses are now closed. In the event a business is closed, we will follow our current operating procedures to attempt to complete delivery at a later time. If your business recipient is unable to receive a package at their normal business address, our Hold at Location option is available to over 14,000 locations including FedEx Office and Walgreens locations. Select Hold when preparing the shipment. We'll continue to evaluate our processes as this dynamic situation evolves. Please [visit this site](#) for more information on the FedEx response to COVID-19.

Global Suspension of Money Back Guarantee

The impact of COVID-19 is causing local, state, and national governments around the world to issue work and travel restrictions on a daily basis which are impacting our ability to meet our high standards of service.

As a result, we have made the decision to suspend our money-back guarantee for all FedEx Express, FedEx Ground, FedEx Freight and FedEx Office services effective immediately until further notice. Because FedEx is an essential transportation service provider, we will continue operating as government restrictions and regulations allow.

Signature Suspension Notification

To help promote the safety of our employees and customers, FedEx's Signature guidelines are being temporarily adjusted for all shipments within the United States, with the exception of Adult Signature Required (ASR) shipments. In efforts to minimize physical interactions, customers may be asked to verify recipient name in lieu of a physical signature. FedEx is still collecting recipient information; therefore, surcharges for these services will continue to be assessed. For shipments with the adult signature service option selected, couriers will still request a physical signature and require a government issued photo ID.

- 1 - Except Select Shipments for Relief Efforts
- 2 - Delays may occur due to increased volume