



FedEx Express offers a range of options for your shipments which may incur additional fees or surcharges. Below you can find more information on these extra services and other useful shipping information.

**FedEx Services**

**IPE:** FedEx International Priority® Express  
**IP:** FedEx International Priority®  
**IPF:** FedEx International Priority® Freight

**IE:** FedEx International Economy®  
**IEF:** FedEx International Economy® Freight

**Value Added Services<sup>(1) (2)</sup>**

You can customise your FedEx services to your needs (or the needs of your recipients) with value added services from FedEx Express. The following are descriptions of the fees applicable to value added services.

Service <sup>(1)</sup>	Definition	Fees <sup>(3)</sup> (KES)
<b>Dangerous Goods</b> Only available on Express Services.	<p>FedEx Express Dangerous Goods services allow the shipping of regulated dangerous substances and materials including door-to-door delivery and customs clearance.                      Applicable fee depends on the Dangerous Goods type:</p> <ul style="list-style-type: none"> <li>• <b>Accessible Dangerous Goods (ADG)</b> The content of package must be accessible during transit for security reasons.</li> <li>• <b>Inaccessible Dangerous Goods (IDG)</b> The content of package does not have to be accessed during transit and can be mixed with other freight.</li> <li>• <b>Dry Ice (DI)</b> Dry ice is a hazardous commodity that requires special handling, subject to simplified regulations. This means it can be offered in locations where fully regulated Dangerous Goods services are not offered.</li> </ul> <p>In case a shipment contains both Dry Ice and Dangerous Goods, only the respective Dangerous Goods surcharge applies.</p> <p>Please refer to FedEx Express Terms and Conditions of Carriage (<a href="https://www.fedex.com/ke/services/terms">fedex.com/ke/services/terms</a>) and the Dangerous Goods section on <a href="https://www.fedex.com/ke">fedex.com/ke</a>.</p>	<p><b>EXPORT</b></p> <ul style="list-style-type: none"> <li>• <b>ADG</b> - IPE, IP and IPF: KES 100/kg<sup>(4)</sup> (minimum KES 15,000)</li> <li>• <b>IDG</b> - IPE, IP and IPF: KES 90/kg<sup>(4)</sup> (minimum KES 13,500)</li> <li>• <b>DI</b> - IPE, IP and IPF: KES 30/kg<sup>(4)</sup> (minimum KES 1,800/shipment)</li> </ul> <p><b>IMPORT</b></p> <ul style="list-style-type: none"> <li>• <b>ADG</b> - IPE, IP and IPF: KES 110/kg<sup>(4)</sup> (minimum KES 3,500)</li> <li>• <b>IDG</b> - IPE, IP and IPF: KES 100/kg<sup>(4)</sup> (minimum KES 3,150)</li> <li>• <b>DI</b> - IPE, IP and IPF: KES 30/kg<sup>(4)</sup> (minimum KES 1,800/shipment)</li> </ul>



Service <sup>(1)</sup>	Definition	Fees <sup>(3)</sup> (KES)
<b>Diplomatic Bag (Diplomatic Mail)</b>	We accept diplomatic shipments between embassies and consulates of the same country/territory for delivery by International Priority service. As per the Vienna Convention of 1961, Diplomatic Bags receive diplomatic immunity from inspection or delay.	None
<b>FedEx® Electronic Trade Documents*</b>	With FedEx Electronic Trade Documents (ETD) you can streamline your international shipments by uploading your customs documentation electronically. ETD reduces the amount of paper you print for each shipment, allows for faster pickup and helps to pre-clear your shipments, reducing the risk of your shipment being delayed in customs.	None
<b>FedEx® Global Returns or FedEx Import Shipping Print Label</b>	Create return or import shipping labels on your computer or shipping system. Then simply print and provide the label to your customer or send it as PDF via email.	None
<b>FedEx Global Returns or FedEx Import Shipping Email Label</b>	Create return or import shipping labels and allow your customers to access these electronically and edit them as needed.	KES 102 per shipment
<b>Hold at FedEx Location</b>	As an alternative to a business or residential delivery, you can choose Hold at FedEx Location (HAL), and have recipients pick up their shipments at a FedEx Express location. Subject to availability.	None
<b>FedEx Customs Brokerage Services</b>	FedEx Express offers a seamless standard customs clearance process to enable on-time delivery of your goods. We also offer a range of specialised inbound clearance solutions subject to an additional fee (VAT may apply at the applicable rate).	You can find more information on <a href="https://fedex.com/ke/ancillaryservices">fedex.com/ke/ancillaryservices</a> .
<b>FedEx® Delivery Signature Options</b>	<p>The following delivery signature options<sup>(4)</sup> may be chosen at the time of booking your shipment:</p> <ol style="list-style-type: none"> <li><b>No Signature Required:</b> FedEx will attempt to obtain a signature at the delivery address. If no one is available to sign, FedEx will deliver the package in a safe place without obtaining signature.</li> <li><b>Indirect Signature Required:</b> FedEx will obtain a signature from someone at the delivery address, from a neighbour or from a building manager. If no one is available to sign, FedEx will attempt to redeliver the package.</li> <li><b>Direct Signature Required:</b> FedEx will obtain a signature from someone at the delivery address only. If no one is available to sign, FedEx will attempt to redeliver the package.</li> <li><b>Adult Signature Required:</b> FedEx will obtain a signature from any person of legal age at the delivery address, subject to sighting of a valid ID. If no one eligible to sign is available, FedEx will attempt to redeliver the package. Legal age will vary depending on the destination country/territory and is governed by local legal age of an adult, not the legal age to purchase specific products (i.e. alcohol).</li> </ol>	<ol style="list-style-type: none"> <li>None</li> <li>KES 210 per shipment</li> <li>KES 510 per shipment. None for shipments to US and Canada above USD 500.00 declared value.</li> <li>KES 612 per shipment</li> </ol>

\* Available for export shipments only



## Surcharges<sup>(1)(2)</sup>

Your transportation costs may be affected by additional charges. The following are descriptions of the surcharges.

Service <sup>(1)</sup>	Definition	Fees <sup>(3)</sup> (KES)
<b>Additional Handling Surcharge</b>	<p>Effective January 6, 2025, FedEx will assess an Additional Handling Surcharge per eligible package for international multi-piece shipments, instead of per shipment.</p> <p><b>Package Services</b> An Additional Handling Surcharge applies to any package that meets any of the following criteria:</p> <p><b>Dimension</b></p> <ul style="list-style-type: none"> <li>measures greater than 121 centimeters along its longest side;</li> <li>measures greater than 76 centimeters along its second-longest side; or,</li> <li>measures greater than 266 centimeters in length and girth (L+2W+2H).</li> </ul> <p><b>Weight</b></p> <ul style="list-style-type: none"> <li>has an actual weight greater than 31kg.</li> </ul> <p><b>Packaging</b></p> <ul style="list-style-type: none"> <li>is not fully encased in an outer shipping container;</li> <li>is encased in an outer shipping container not made of corrugated fibreboard (cardboard) materials, including but not limited to metal, wood, canvas, leather, hard plastic, soft plastic, or expanded polystyrene foam (e.g. Styrofoam);</li> <li>is encased in an outer shipping container covered in shrink wrap or stretch wrap;</li> <li>is round or cylindrical, including (without limitation) mailing tubes, cans, buckets, barrels, tires, drums, or pails;</li> <li>is bound with metal, plastic, or cloth banding, or has wheels, casters, handles, or straps (e.g., a bicycle) (including packages where the outer surface area is loosely wrapped, or where the contents protrude outside the surface area);</li> <li>could become entangled in, or cause damage to other packages or the FedEx sortation system.</li> </ul> <p>We reserve the right to assess additional handling charges for packages that require special handling or that require FedEx to apply additional packaging during transit. If a package is eligible for 2 or all 3 Additional Handling Surcharges, only 1 with greater charge will apply. Package shape and dimensions may change during transit, which can affect the package's surcharge eligibility. If the dimensions change during transit, FedEx may make appropriate adjustments to the shipment charges at any time.</p> <p><b>Freight Services</b> A surcharge applies to any freight handling unit that measures greater than 157 centimeters along its longest side. We reserve the right to assess additional handling charges for freight and any freight handling unit that requires special handling during transit.</p>	<p>KES 3,370/package</p> <p>KES 3,370/package</p> <p>KES 3,370/package</p> <p>KES 11,979/package</p>
<b>Additional Handling Surcharge – Non-stackable<sup>(5)</sup></b>	<p>Effective January 6, 2025, FedEx will assess an Additional Handling Surcharge per eligible package for international multi-piece shipments, instead of per shipment.</p> <p>A surcharge applies to any freight handling unit that is non-stackable, which means the piece, skid, or pallet cannot be stacked vertically in a safe and secure manner.</p> <p>Examples include, but are not limited to, non-stackable freight handling units that:</p> <ul style="list-style-type: none"> <li>do not have a flat and stable top or base;</li> <li>may be damaged if another piece is loaded on them; or,</li> <li>have flat and stable loading surfaces but are too narrow to safely and securely support other freight handling units (e.g. 1-2 barrels or drums).</li> </ul>	<p>KES 30,500/package</p>

Service <sup>(1)</sup>	Definition	Fees <sup>(3)</sup> (KES)
<b>Address Correction</b>	<p>If a recipient's address on an Air Bill, Air Waybill or shipping label is incomplete or incorrect, we may attempt to find the correct address and complete delivery and we will assess a surcharge. If we are unable to complete delivery, we are not liable for failing to meet our delivery commitment.</p> <p>For FedEx International Broker Select, the address correction surcharge will apply if the broker's address is incomplete or incorrect on the Air Waybill or other shipping documentation. If we cannot determine the correct address or cannot reach the broker, we may attempt to contact the sender for address clarification or instructions to return the shipment. If we are unable to complete delivery under these circumstances, we will not be liable for failing to meet our delivery commitment.</p>	KES 1,122/shipment
<b>Agency Fee for Direct Assessment Shipments</b>	Charges applicable on shipments with a value less than US\$ 1,000.	Bill Consignee: KES 459 + VAT Bill Shipper: KES 1,020 + VAT
<b>Agency Fee for Entry Shipments</b>	Charges applicable on shipments with a value above US\$1,000.	KES 459 + VAT
<b>Agency Fee for Freight Shipments</b>	Clearance charges for shipments that arrive on freight mode.	KES 459 + VAT
<b>Agency Fee for Trans-shipment Goods</b>	Charges applicable if shipments are being cleared at different ports within Kenya.	KES 459 + VAT
<b>Broker Document Transfer fee</b>	When a customer chooses to use a brokerage company other than FedEx to clear your inbound shipment, FedEx will charge a service fee to ensure all paperwork is provided to your selected broker.	KES 5,100 + VAT
<b>Export Processing Fee</b>	Fee is applicable when FedEx prepares a government documentation such as Certificate of Origin or to process all high value shipments (above US\$ 1,000) at customer's request.	KES 816 + VAT
<b>Extended Area Service</b>	<p>Shipments picked up from or delivered to remote and less accessible locations are assessed an Out-of-Pick-up-Area (OPA) or Out-of-Delivery-Area (ODA) surcharge.</p> <p>Please refer to <a href="#">the list of postal codes or areas where this surcharge applies</a>.</p>	<p>Tiered pricing based on postal codes or areas:</p> <p>Tier A: KES 386.6 per shipment</p> <p>Tier B: KES 30.6/kg<sup>(3)</sup> (minimum KES 1,224)</p> <p>Tier C: KES 39.78/kg<sup>(3)</sup> (minimum KES 1,591.2)</p>
<b>FedEx International Broker Select Option</b>	<p>A fee applies to FedEx International Broker Select (BSO) shipments when all of the following occur:</p> <ul style="list-style-type: none"> <li>• A broker (other than FedEx Express or FedEx Express designated) clears the shipment.</li> <li>• FedEx Express picks up the shipment at the customer's broker location and delivers it to the final consignee.</li> <li>• The consignee's location is served by a different clearance point than the broker's clearance point.</li> </ul>	KES 5,100/shipment + VAT
<b>Import Permits and Licenses</b>	FedEx charges a fee for obtaining or renewing the import permit as required by local regulatory body. The charge applies to the duty and taxes payer.	KES 2,142 + VAT
<b>Other Government Agency Fee</b>	The fee or fees are applied when documentation needs to be verified or an identity check has to be done by a government agency; however, fees can also be received by several agencies for the same shipment, such as local councils or commercial agencies. FedEx will pass on the charges received from all external agencies.	Minimum of KES 7,650 or 3% of the total bond in force.

Service <sup>(1)</sup>	Definition	Fees <sup>(3)</sup> (KES)
<b>Additional Handling Surcharge – Oversize Charge</b>	Effective January 6, 2025, FedEx will assess an Additional Handling Surcharge per eligible package for international multi-piece shipments, instead of per shipment. An oversize charge applies to a package that exceed 243 centimeters in length* or 330 centimeters in length* and girth (L+2W+2H). Package shape and dimensions may change during transit, which can affect the package's surcharge eligibility. If the dimensions change during transit, FedEx may make appropriate adjustments to the shipment charges at any time.	KES 5,445/package
<b>Saturday Delivery</b>	FedEx offers delivery options from and to certain markets when the business week just isn't long enough.	KES 816/shipment
<b>Storage</b>	FedEx may assess a storage charge if your shipment remains not cleared in the FedEx facility.	KES 3,060 or KES 25.5 per kg per day + VAT after 3 business days, whichever is higher
<b>Reimbursement on Delivery (ROD) Fee</b>	A fee is charged to compensate FedEx for operating a direct payment process allowing release of shipments and payment of customs charges for customers who do not have a FedEx account number.	2.5% of the Advanced amount or KES 1,020 + VAT
<b>Temporary Import and Export Fee</b>	When you request shipments to be imported on a temporary basis for a specified time, FedEx may coordinate the importation process by advising, preparing and filing the required documents as specified by Customs.	KES 1,938 + VAT
<b>Third Party Billing</b>	Third Party Billing Surcharge will apply to shipments that are billed to a third party. The surcharge will be charged to the third-party payer <sup>(6)</sup> . The surcharge applies when the shipper account number and the third party billing account number are not part of the same company, as determined by FedEx.	2.5% of total shipment charges. Total shipment charges includes transportation charges, surcharges and additional fees; but does not include duties, taxes and clearance service fees.

(1) Service availability and transit times may vary depending on origin and destination pair, and by postal code. Please call Customer Service for service availability and precise transit times in your area. [FedEx Express Terms and Conditions of Carriage](#), published online and amended from time to time, apply to all FedEx Express services.

(2) Fee(s) may be calculated based on dimensional weight. For more information, please refer to the [FedEx Express Terms and Conditions of Carriage](#).

(3) All fees are exclusive of VAT.

(4) Not all delivery options are available in all origins or destinations. Please see [fedex.com](#) for details.

(5) The billed surcharge does not represent a bookable service and does not contain any guarantee by FedEx to the extent that the respective shipments may not possibly be stacked at one point during transport.

(6) For the definition of and further information on Bill Third Party shipments, please refer to the [FedEx Express Terms and Conditions of Carriage](#).

(7) See [Clearance Services and Related Fees](#) [here](#)