



Value Added Services and Surcharges (VASS)

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^{(1) (2)}

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 ⁽¹⁾	Definition	Fees ⁽²⁾ (SAR)
Diplomatic Bag (Diplomatic Mail)	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
FedEx® Electronic Trade Documents	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
FedEx® Global Returns or FedEx Import Shipping Print Label	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

For further information, please contact Customer Service on [fedex.com](https://www.fedex.com).



Service ⁽¹⁾	Definition	Fees ⁽²⁾ (SAR)
FedEx Global Returns or FedEx Import Shipping Email Label	Create return or import shipping labels and allow your customers to access these electronically and edit them as needed.	None
FedEx International Broker Select Option	<p>A fee applies to FedEx International Broker Select (BSO) shipments when all of the following occur:</p> <ul style="list-style-type: none"> • A broker (other than FedEx Express or FedEx Express designated) clears the shipment. • FedEx Express picks up the shipment at the customer's broker location and delivers it to the final consignee. • The consignee's location is served by a different clearance point than the broker's clearance point. 	SAR 4.1/kg ⁽³⁾ (minimum SAR 37.5)
Hold at FedEx Location	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
FedEx Customs Brokerage Services	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 fedex.com/sa/ancillaryservices .
FedEx[®] Delivery Signature Options	<p>The following delivery signature options⁽⁴⁾ may be chosen at the time of booking your shipment:</p> <ol style="list-style-type: none"> 1. No Signature Required: 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. 2. Indirect Signature Required: 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. 3. Direct Signature Required: 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. 4. Adult Signature Required: 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). 	<ol style="list-style-type: none"> 1. None 2. None. Residential shipments to US and Canada with declared value below USD 500 are subject to SAR 8/shipment surcharge. 3. SAR 13/shipment. None for shipments to US and Canada above USD 500 declared value. 4. SAR 17/shipment

Surcharges⁽¹⁾⁽²⁾

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

Service ⁽¹⁾	Definition	Fees ⁽²⁾ (SAR)
<p>Additional Handling Surcharge</p>	<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>Package Services An Additional Handling Surcharge applies to any package that meets any of the following criteria:</p> <p>Dimension</p> <ul style="list-style-type: none"> measures greater than 121 centimeters along its longest side; measures greater than 76 centimeters along its second-longest side; or, measures greater than 266 centimeters in length and girth (L+2W+2H). <p>Weight</p> <ul style="list-style-type: none"> has an actual weight greater than 31kg. <p>Packaging</p> <ul style="list-style-type: none"> is not fully encased in an outer shipping container; 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); is encased in an outer shipping container covered in shrink wrap or stretch wrap; is round or cylindrical, including (without limitation) mailing tubes, cans, buckets, barrels, tires, drums, or pails; 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); could become entangled in, or cause damage to other packages or the FedEx sortation system. <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.</p> <p>If a package is eligible for 2 or all 3 Additional Handling Surcharges, only 1 with greater charge will apply.</p> <p>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>Freight Services A surcharge applies to any freight handling unit that measures greater than 157 centimeters along its longest side.</p> <p>We reserve the right to assess additional handling charges for freight and any freight handling unit that requires special handling during transit.</p>	<p>SAR 112/package</p> <p>SAR 112/package</p> <p>SAR 112/package</p> <p>SAR 360/package</p>
<p>Additional Handling Surcharge – Non-stackable</p>	<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"> do not have a flat and stable top or base; may be damaged if another piece is loaded on them; or, 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). 	<p>SAR 975/package</p>

Service ⁽¹⁾	Definition	Fees ⁽²⁾ (SAR)
Address Correction	<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>	SAR 49/shipment
Advancement Fee	Duties, taxes and other charges might be due when importing a shipment. FedEx may advance payment of these fees as assessed by customs on behalf of the payer. A fee will be based on the advanced amount paid.	2% of value of advanced funds with a minimum of 125.00 per consignment, whichever is greater
Agency Fee for Direct Assessment Shipments	Charges applicable on shipments with a value less than US\$ 1,000.	None
Agency Fee for Entry Shipments	Charges applicable on shipments with a value above US\$1,000.	None
Agency Fee for Freight Shipments	Clearance charges for shipments that arrive on freight mode.	None
Agency Fee for Trans-Shipment Goods	Charges applicable if shipments are being cleared at different ports within Kenya.	None
Broker Document Transfer fee	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.	None
Export Processing Fee	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.	None
Extended Area Service	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. Please refer to the list of postal codes or areas where this surcharge applies .	Tiered pricing based on postal codes or areas: Tier A: SAR 13/shipment Tier B: SAR 1.9/kg ⁽³⁾ (minimum SAR 102) Tier C: SAR 2.5/kg ⁽³⁾ (minimum SAR 133)
Fuel Surcharge	International Fuel Surcharge FedEx Express has adopted a Dynamic Fuel Surcharge according to the variation in the price of kerosene-type jet fuel and reserves the right to apply a fuel surcharge.	Go to fedex.com/sa/fuelsurcharge for updates on the fuel surcharge.
Import Permits and Licenses	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.	None
Other Government Agency Fee	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.	None



Service ⁽¹⁾	Definition	Fees ⁽²⁾ (SAR)
Additional Handling Surcharge – Oversize Charge	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.	SAR 182/package
Postal Fee	For non-document shipments up to and including 30kg, and for all documents, a postal fee surcharge of 10% applies.	
Reimbursement on Delivery (ROD) Fee	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.	None
Saturday Delivery Charges	A surcharge might apply to a delivery performed on a Saturday. Service availability may vary according to place of collection and destination. When Saturday is a normal business day at the destination country/territory, Saturday Delivery does not have to be marked on the Air Waybill, and the surcharge does not apply. Please contact Customer Service for details.	SAR 46/shipment
Storage	FedEx may assess a storage charge if your shipment remains not cleared in the FedEx facility.	None
Temporary Import and Export Fee	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.	None
Third Party Billing	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 ⁽⁵⁾ . 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) 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) The full rate per kilogram will be charged for any part kilogram.
(4) Not all delivery options are available in all origins or destinations. Please see fedex.com/sa for details.
(5) For the definition of and further information on Bill Third Party shipments, please refer to the *FedEx Express Terms and Conditions of Carriage*.
(6) See [Clearance Services and Related Fees here](#)