

# Surcharge and Other Information

(For Domestic Services Only)



Malaysia

## Fuel Surcharge

The domestic fuel surcharge is a charge applied by FedEx which reflects changes in a range of fuel related cost factors (go to <https://www.fedex.com/en-my/home.html> for the fuel surcharge rate).

## Declared Value Charge for Carriage

Liability of FedEx for loss or damage of your shipment is limited to MYR 250.00 per shipment. If you desire that FedEx assumes liability for a greater percentage of the actual cargo value, then you must declare the value for carriage on your air waybill and pay a "declared value surcharge". The "declared value surcharge" for Domestic shipments paid by Malaysia customers is equal to 1% of the shipment value or MYR18.00, whichever is greater, per shipment. Please contact FedEx Customer Service team for details.

### Maximum Declared Value for Carriage

FedEx Envelope/Pak: USD 100.00 (or equivalent value in local currency)

Domestic Priority: USD 10,000.00 (or equivalent value in local currency)

Domestic Priority Freight: USD 10,000.00 (or equivalent value in local currency)

Shipments containing items of extraordinary value such as artwork, antiques, glassware, jewelry, precious metals, furs, etc.: USD 1,000.00 or USD 20.00 per kg, whichever is greater

## Bonded Clearance Service

A surcharge of MYR150.00 per shipment is applicable for pick up and/or delivery of shipments that require Customs bonded box or vehicle and formal Customs clearance processing.

## Money-Back Guarantee (MBG)

FedEx Money-Back guarantee does not apply to domestic services.

## Miscellaneous Information

- These rates, valid until further notice, are only available to customers who remain in good standing with their Malaysia FedEx account and settle their invoice promptly in Malaysia.
- FedEx reserves the right at any time to amend, modify, or discontinue discounts without prior notification.
- As noted above, various surcharges and fees may be imposed on your shipment in addition to the prices noted on this ratesheet. By tendering your shipments to FedEx, you agree to pay the surcharges as determined by FedEx.
- Please note that your shipment is governed by several documents: your discount-pricing letter agreement with FedEx (if applicable), the Conditions of Contract printed on the FedEx Air Waybill for your shipment, the FedEx Service Guide, the FedEx Standard Conditions of Carriage, and/or FedEx International Terms and Conditions in effect at the country/ territory of origin. These documents provide for the above surcharges, fees, and other important terms that you should review. If you need assistance or desire additional information, please contact our Customer Service team.
- Rates are SST exclusive.
- For Address Correction, if the package is being rerouted to a different Country/ Territory, City or Province, a new shipment fee may apply.
- FedEx reserves the right to assess fuel and other surcharges on shipments without notice. The amount and duration of any such surcharges will be determined at our sole discretion. By tendering your shipments to FedEx, you agree to pay the surcharges, as determined by FedEx.

For inquiries:

Customer Support: <https://www.fedex.com/en-my/customer-support/write-to-fedex.html>