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 (formerly ISTA 6-FEDEX-A for FedEx Express® and FedEx Ground® shipments); Soft Pack Testing for FedEx Small Parcel Networks; Testing Packages for FedEx freight networks (formerly ISTA 6-FEDEX-B for FedEx Express® Freight shipments and reference to ISTA 3B procedure 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 requirements for 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**
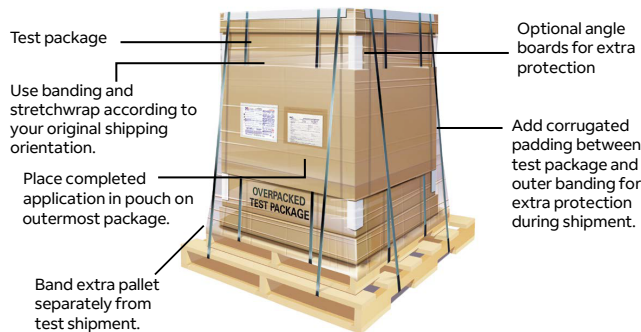- **Results provided in 4-8 business days**

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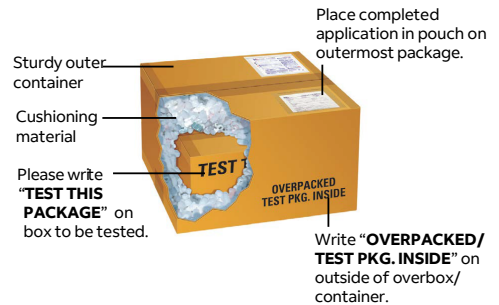
Freight testing- Max: 78"x60"x97" & 3000lbs

- 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 or on a single pallet. (No diagram shown.)

Test package

Use banding and stretchwrap according to your original shipping orientation

Place completed application in pouch on outermost package.

Band extra pallet separately from test shipment.

Optional angle boards for extra protection

Add corrugated padding between test package and outer banding for extra protection during shipment.
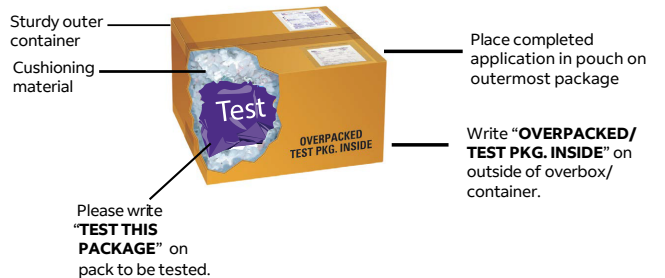
OVERPACKED TEST PACKAGE

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.

Place completed application in pouch on outermost package.

Sturdy outer container

Cushioning material

Please write "**TEST THIS PACKAGE**" on box to be tested.

TEST

OVERPACKED TEST PKG. INSIDE

Write "**OVERPACKED/ TEST PKG. INSIDE**" on outside of overbox/ container.

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.

Sturdy outer container

Cushioning material

Test

Please write "**TEST THIS PACKAGE**" on pack to be tested.

Place completed application in pouch on outermost package

Write "**OVERPACKED/ TEST PKG. INSIDE**" on outside of overbox/ container.

OVERPACKED TEST PKG. INSIDE

Shipping costs

- Testing is complimentary, but you'll cover the cost of shipping to us.
- 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. We may not provide complimentary return shipping if we do not test the package and you shipped inbound using a 3rd party.
- Return shipping for freight packages sent outside of North America must be covered by the customer. Packages will be shipped back to a commercial address, not to a residential address unless the customer covers the costs of shipping.
- We reserve the right to consolidate small packages into one palletized return freight shipment.

* Combined Length + Girth

** Some conditions apply for certain packages

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- Test Procedure based on Shipment Method

Service: *(select only one (1) test procedure)*

- Surface (primarily truck)
- Air Freight
- Expedite (truck and air)
- LTL freight
- Soft Pack

This packaging is:

- Current packaging
- Prototype packaging

Do you ship this product primarily domestic or international?
(selection will determine test protocol for impacts)

- Domestically *(within own country)*
- Internationally *(multiple countries)*

Product name or description of goods (REQUIRED)

Model number/SKU/GTIN

Approx. value (USD)

The package contains: *(check all that apply)*

- Dry ice
- Gel packs or ice
- Electronics
- Pharmaceuticals/medical devices
- Simulated hazardous materials*

*Note: If you send hazardous materials, we will return or dispose of the packaging and contents at your expense. Testing will not be performed

I have placed my test package in an overbox/overpack for safe shipment. *(see page 1 for info)*

- Yes *(see below)*
- No *(test as received)*

If yes, what outer packaging needs to be removed prior to testing?

- Pallet
- Stretchwrap
- Wooden crate
- Corrugated box/pad
- Banding

I would like my sample(s) returned after test completion.

- Yes
- No

Release & authorization- REQUIRED- send copy of application to packagingservices@fedex.com

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

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 and tracking number, if known.

OFFICE USE ONLY

WO Number: _____   Tracking: _____

Dimensions: _____   Weight: _____

Outbound Dimensions: _____

Return Tracking:

_____