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

+ **Value Added Services** Fees
You can customize your shipment to your needs (or the needs of your recipients) with value added services from FedEx Express. The following are descriptions of the fees.

<table>
<thead>
<tr>
<th>Service</th>
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<th>Fees (EUR)</th>
</tr>
</thead>
</table>
| **Dangerous Goods** (1)      | 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:  
  - **Accessible Dangerous Goods (ADG)**  
    The content of package must be accessible during transit for security reasons.  
  - **Inaccessible Dangerous Goods (IDG)**  
    The content of package does not have to be accessed during transit and can be mixed with other freight.  
  - **Dry Ice (DI)**  
    In case a shipment contains both Dry Ice and Dangerous Goods, only the respective Dangerous Goods fee applies.  
  Please refer to FedEx Express Conditions of Carriage (fedex.com/be/services/terms/ or fedex.com/lu/services/terms/) and the Dangerous Goods section on fedex.com for more information on Dangerous Goods and Dry Ice. | **INTERNATIONAL**  
  - **ADG:**  
    - Parcel (IP): €68/shipment  
    - Freight (IPF): €1.10/kg  
  - **IDG:**  
    - Parcel (IP): €45/shipment  
    - Freight (IPF): €0.66/kg  
  - **DI:**  
    - Parcel (IP): €11/shipment  
    - Freight (IPF): €0.20/kg  
  **DOMESTIC**  
  - **DG:**  
    - Priority Overnight (PO): €24/shipment  
  - **DI:**  
    - Priority Overnight (PO): €5/shipment |
| **Diplomatic Bag** (Diplomatic Mail) (1) | We accept diplomatic shipments for delivery between embassies and consulates of the same country for delivery by International Priority service to direct-served countries. Diplomatic Bags receive diplomatic immunity from inspection or delay under the Vienna Convention of 1961. | Free |

For further information, please call Customer Service on 02 752 75 75 for Belgium or 8002 35 55 for Luxembourg.
## FedEx Electronic Trade Documents
FedEx Electronic Trade Documents (ETD) automates the flow of international documents so customers can upload their trade documentation. ETD targets international customers who ship non-document/commodity shipments that require customs documentation. This solution appeals to all customer segments because there are no volume requirements or associated charges, making international shipping easier for all shippers - small, medium and large.

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</table>

## FedEx Global Returns
FedEx Global Returns makes it easy for you and your customers to return packages

<table>
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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>FedEx Global Returns Print Return Label</td>
<td>Create return 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.</td>
<td>Free</td>
</tr>
<tr>
<td>FedEx Global Returns Email Return Label</td>
<td>Create return shipping labels and allow your customers to access these electronically and edit them as needed.</td>
<td>€1.20/label</td>
</tr>
</tbody>
</table>

## FedEx International Broker Select Option
A fee applies to FedEx International Broker Select (BSO) shipments when all of the following occur:
- 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.

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| FedEx International Broker Select Option | A fee applies to FedEx International Broker Select (BSO) shipments when all of the following occur:
- 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. | €1.56/kg (minimum €10.40) |

## FedEx Priority Alert
FedEx Priority Alert (FPA) is a specialized, fee-based and contract-only service specifically designed for customers requiring a high degree of shipment visibility and delivery compliance. FPA is specifically designed for temperature sensitive, security conscious and/or high value shipments.

<table>
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</table>
| FedEx Priority Alert | FedEx Priority Alert (FPA) is a specialized, fee-based and contract-only service specifically designed for customers requiring a high degree of shipment visibility and delivery compliance. FPA is specifically designed for temperature sensitive, security conscious and/or high value shipments. | FedEx International Priority: €0.78/kg (minimum €21)
FedEx International Priority Freight: €0.36/kg (minimum €156) |
| FedEx Priority Alert Plus | Includes all features of FedEx Priority Alert plus additional options, such as:
- Dry Ice replenishment
- Gel-pack exchange
- Cold storage | FedEx International Priority: €1.04/kg (minimum €26)
FedEx International Priority Freight: €0.52/kg (minimum €208) |

## Hold at FedEx Location
As an alternative to a business or residential delivery, you can choose Hold at FedEx Location, and have recipients pick up their shipments at a FedEx Express location.

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</tr>
</tbody>
</table>

For further information, please call Customer Service on 02 752 75 75 for Belgium or 8002 35 55 for Luxembourg.
<table>
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<tr>
<th>Service</th>
<th>Definition</th>
<th>Fees(^{2}) (EUR)</th>
</tr>
</thead>
</table>
| **On Demand Care**\(^{(1)}\)         | On Demand Care (ODC) provides intervention services such as Dry Ice replenishment and gel pack reconditioning/exchange, to protect the integrity of temperature-controlled shipments delayed in-transit. This is a fee-based service for Express shipments (non-food items only) and the completion of service is subject to identification of shipment and facility availability. | FedEx International Priority\(^{6}\) and FedEx International Economy\(^{6}\): €4.16/kg\(^{6}\) (minimum €104)  
FedEx International Priority Freight and FedEx International Economy Freight:  
€1.04/kg\(^{6}\) (minimum €416)                                                                                              |
| **Third Party Consignee**\(^{(1)}\)  | FedEx Third Party Consignee International Priority service (TPC) is our value-added service for customers who do not want to reveal the actual commercial value of the shipment to their consignees. This service enables deliveries of shipments to end consignees without a commercial invoice attached. | €14.60/shipment                                                                                                                                  |
| **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/be/ancillaryservices/ or fedex.com/lu/ancillaryservices/.                                                                                                           |
| **Secured shipping solution**        | Secured shipping solution with FedEx International Priority applicable to specific valuable goods. Surcharge applicable. Service available to and from zip code 2018 in Antwerp. | €50 excl. VAT/shipment                                                                                                                            |

For further information, please call Customer Service on 02 752 75 75 for Belgium or 8002 35 55 for Luxembourg.
### Surcharges

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

<table>
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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Additional Handling Surcharge – Non-stackable</td>
<td>A surcharge applies to any piece, skid or pallet of a FedEx International Priority® Freight and FedEx International Economy® Freight shipment that is non-stackable. Non-stackable means the piece, skid or pallet cannot be stacked vertically in a safe and secure manner. For FedEx International Priority Freight and FedEx International Economy Freight services this surcharge applies per piece, per skid or per pallet, even if multiple pieces are bundled in a shipment.</td>
<td>€154/shipment</td>
</tr>
<tr>
<td>Address Correction</td>
<td>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. 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.</td>
<td>€7.80/shipment</td>
</tr>
<tr>
<td>Extended Area Service</td>
<td>Shipments (subject to service availability) delivered to or picked up from remote and less-accessible locations are assessed an Out-of-Delivery Area or Out-of-Pick-up-Area surcharge. Please refer to the list of postal codes or cities where this surcharge applies.</td>
<td>Out-of-Delivery-Area: €0.42/kg (minimum €20) Out-of-Pick-up-Area: €0.42/kg (minimum €20)</td>
</tr>
<tr>
<td>Fuel Surcharge</td>
<td>International Fuel Surcharge Federal 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. Domestic Priority Overnight Fuel Surcharge FedEx Express applies a Dynamic Fuel Surcharge which is based on the automotive gas oil prices from the EU country zone.</td>
<td>Go to fedex.com/be/fuelsurcharge or fedex.com/lu/fuelsurcharge for updates on the fuel surcharge.</td>
</tr>
</tbody>
</table>

(1) Service availability and transit times may vary by postal code. Please call Customer Service for service availability and precise transit times in your area.
(2) All fees are exclusive of VAT.
(3) The full rate per kilogram will be charged for any part kilogram.

For further information, please call Customer Service on 02 752 75 75 for Belgium or 8002 35 55 for Luxembourg.
Useful Information for your Shipment

Applicable in Belgium and Luxembourg from 4 January 2016

FedEx Express Liability For Loss, Damage and Generally

The liability of FedEx Express is limited, sometimes excluded altogether and subject to compliance with
time limits as set out in the applicable FedEx Express Conditions of Carriage (‘Conditions of Carriage’).
For full details of the liability of FedEx Express please read the Conditions of Carriage carefully. If liability
is accepted at all the limit of FedEx Express liability will vary depending upon the service used.

Generally the liability of FedEx Express is limited to either a) an amount stipulated by the international
law/convention; b) €22 per kilogram; or c) US$100 per shipment whichever of these amounts is higher.

For FedEx Economy, FedEx 1Day® Freight, FedEx Priority Overnight® or FedEx Standard Overnight®
shipments within Austria, Belgium, Denmark, Luxembourg, the Netherlands, Switzerland and the United
Arab Emirates the liability of FedEx Express is limited to either a) an amount stipulated by the applicable
local law; b) €10 per kilogram; or c) US$100 per shipment, whichever of these amounts is higher.

For FedEx Economy, FedEx 1Day Freight, FedEx Priority Overnight or FedEx Standard Overnight shipments
within Germany the liability of FedEx Express is limited to either a) €4 per kilogram in accordance with the
German Commercial Code (HGB); or b) US$100 per shipment, whichever of these amounts is higher.

Please note that other exclusions and limitations may apply in addition to that stated above.

Increased Liability for the Shipment (Declared Value for Carriage)

FedEx Express does not provide cargo liability or all-risk insurance for shipments that are sent through
the FedEx Express network.

The sender may however, pay an additional charge to increase FedEx Express liability for each shipment
above the standard limits of liability set out above (subject to limitations set out in the Conditions of Carriage).
To do this it is necessary to state the value to which you wish FedEx Express to be liable, this is known
as the Declared Value for Carriage (and which is the section that would require completing during the
shipping process).

Generally for each additional €87 (or part thereof) of liability for a shipment that FedEx Express accepts
above the limits of liability set out above an additional charge of €0.92 per additional €87 (or part thereof)
will be payable. A more detailed quote can be gained when booking a shipment or contact Customer
Service for more details.

The Declared Value for Carriage is limited to a maximum amount and may vary by location, in particular
the Declared Value for Carriage may not exceed:

- The actual value of the contents of the shipment or the Declared Value for Customs (the selling price
  or replacement cost of the shipment contents as required for Customs clearance purposes);
- $100 or $9.07 per pound (whichever is greater) for a FedEx® Envelope or FedEx® Pak;
- $1,000 or $9.07 per pound (whichever is greater) for items of high value (see the Conditions of Carriage
  for full details. This includes although is not limited to items such as artwork, film, antiques, glassware,
  jewellery, furs, and watches);
- $50,000 per shipment for all other services except for FedEx International Priority® Freight and FedEx
  International Economy® Freight in which case it may not exceed $100,000 per shipment (to most
  destinations).

For further information, please call Customer Service on 02 752 75 75 for Belgium
or 8002 35 55 for Luxembourg.
Weight and Dimensions

For FedEx International Priority®, FedEx International First® and FedEx International Economy® transportation rates are based on the total weight of all packages in one shipment using one (Air) Waybill. Any fraction of a kilogram takes the next higher weight.

The following volumetric calculation: Dimensional weight in kg per package = Length x Height x Width in cm / 5,000 is charged when the dimensional weight exceeds the actual weight. It applies to EMEA export and import shipments.

The dimensions of the packages are defined by the features of service. Please refer to the Service Guide available on fedex.com (fedex.com/be/downloadcenter or fedex.com/lu/downloadcenter) for the maximum dimensions. Any package exceeding these standard measurements is automatically considered as FedEx International Priority® Freight or FedEx International Economy® Freight and billed accordingly.

A minimum billable weight of 68kg applies to FedEx International Priority Freight or FedEx International Economy Freight shipments.

A minimum billable weight applies to shipments packaged in FedEx Express boxes and tubes, except for FedEx® 10kg Box and FedEx® 25kg Box. The values are defined as follows:

<table>
<thead>
<tr>
<th>FedEx® Box (all sizes)</th>
<th>1kg</th>
</tr>
</thead>
<tbody>
<tr>
<td>FedEx® Tube</td>
<td>4kg</td>
</tr>
</tbody>
</table>

A flat rate applies up to 10kg and 25kg for FedEx 10kg Box and FedEx 25kg Box respectively. Above this weight an increment for each additional kilogram is added.

Exchange Fee

An additional exchange fee may apply for the conversion of rates in currencies other than the currency in which the payer’s account is billed. Please refer to the FedEx Express Conditions of Carriage for more details

Duties and Taxes

Duties and taxes might be due when importing a shipment. These will be billed to the recipient unless otherwise requested by the shipper.

FedEx Express may advance these fees as assessed by Customs on behalf of the payer, subject to a fee based on the advanced amount (fedex.com/be/ancillaryservices/ or fedex.com/lu/ancillaryservices/).

FedEx Express Conditions of Carriage

All FedEx Express shipments originating within Europe, the Middle East, the Indian subcontinent and Africa (EMEA) are subject to the FedEx Express Conditions of Carriage for EMEA.

For FedEx Express shipments originating outside of EMEA other conditions of carriage will apply, please contact Customer Service for details.

(1) For more details please go to fedex.com/be/services/terms/ or fedex.com/lu/services/terms/.