

# 2010 Carrier Holiday Schedule & Guarantees



## FedEx® 2010 FedEx Shipping Deadlines for Shipments to Arrive by Dec. 25

Ship By	Service	Ship By	Service
<b>U.S. to U.S.</b>		<b>U.S. to Puerto Rico</b>	
Dec. 17	FedEx Ground®	Dec. 21	FedEx International Economy®
Dec. 17	FedEx Home Delivery®	Dec. 23	FedEx International Priority®
Dec. 21	FedEx Express Saver®	Dec. 23	FedEx® International Next Flight
Dec. 22	FedEx 2Day®	<b>U.S. to International</b>	
Dec. 23	FedEx Standard Overnight®	Dec. 20	FedEx International Economy® to EMEA <sup>3</sup>
Dec. 23	FedEx Priority Overnight®	Dec. 17	FedEx International Economy® to APAC <sup>4</sup>
Dec. 23	FedEx First Overnight®	Dec. 20	FedEx International Economy® to LAC <sup>5</sup>
Dec. 25	FedEx SameDay®	Dec. 22	FedEx International Priority® to EMEA <sup>3</sup>
<b>U.S. to Canada</b>		Dec. 21	FedEx International Priority® to APAC <sup>4</sup>
Dec. 15	FedEx International Ground®	Dec. 22	FedEx International Priority® to LAC <sup>5</sup>
Dec. 22	FedEx International Economy®	Dec. 22	FedEx International First® <sup>2</sup>
Dec. 23	FedEx International Priority®	Dec. 23	FedEx® International Next Flight to EMEA <sup>3</sup>
Dec. 23	FedEx® International Next Flight	Dec. 22	FedEx® International Next Flight to APAC <sup>4</sup>
<b>U.S. to Mexico</b>		Dec. 23	FedEx® International Next Flight to LAC <sup>5</sup>
Dec. 21	FedEx International Economy®		
Dec. 23	FedEx International Priority®		
Dec. 23	FedEx® International Next Flight		

<sup>2</sup> FedEx International First is only available to postal codes in Belgium, England, France, Germany, Italy, the Netherlands, Spain and Switzerland.

<sup>3</sup> EMEA = Europe, the Middle East and Africa

<sup>4</sup> APAC = Asia Pacific

<sup>5</sup> LAC = Latin America and the Caribbean

### 2010 Holiday FedEx Money-Back Guarantee Policy:

#### FedEx Express

Consistent with our FedEx Service Guide, the FedEx Money-Back Guarantee for on-time delivery for the following FedEx Express® services will be suspended temporarily on Wednesday, Nov. 24, 2010, and from Monday, Dec. 20, through Friday, Dec. 24, 2010, for shipments that reach their destinations within 90 minutes of the scheduled commitment time: FedEx First Overnight®, FedEx Priority Overnight®, FedEx Standard Overnight®, FedEx 2Day®, FedEx Express Saver®, FedEx 1Day® Freight, FedEx 2Day® Freight, FedEx 3Day® Freight, FedEx International First®, FedEx International Priority®, FedEx International Economy®, FedEx International Priority DirectDistribution®, FedEx International MailService®, FedEx International Priority® Freight, FedEx International Economy® Freight,

#### FedEx Ground

Packages tendered to FedEx Ground for delivery on the day after Thanksgiving will be scheduled for delivery on that day if the recipient business is open, but in any event, the delivery commitment will be extended to the next business day for application of the money-back guarantee. The money-back guarantee for FedEx Ground® and FedEx Home Delivery® services will be suspended temporarily for packages tendered during the 14 calendar days before Saturday, Dec. 25, 2010 (Saturday, Dec. 11, through Friday, Dec. 24).

#### FedEx Freight

The FedEx Freight no-fee money-back guarantee will be suspended Monday, Dec. 20, through Saturday, Jan. 1, 2011.<sup>1</sup> During this time, FedEx Freight will continue to provide regular pickup and delivery in most areas, except on Dec. 24, Dec. 25 and Dec. 31, when FedEx Freight is closed. If you have questions about your shipments, or other guaranteed service provided by FedEx Freight and FedEx National LTL, please contact your account executive or the customer service team at 1.866.393.4585. You may also call FedEx Expedited Freight Services® at 1.866.274.6115 for help with expedited holiday shipping needs.

<sup>1</sup> All services are subject to the terms and conditions of the FXF and FXNL 100 Series Rules Tariff.



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