

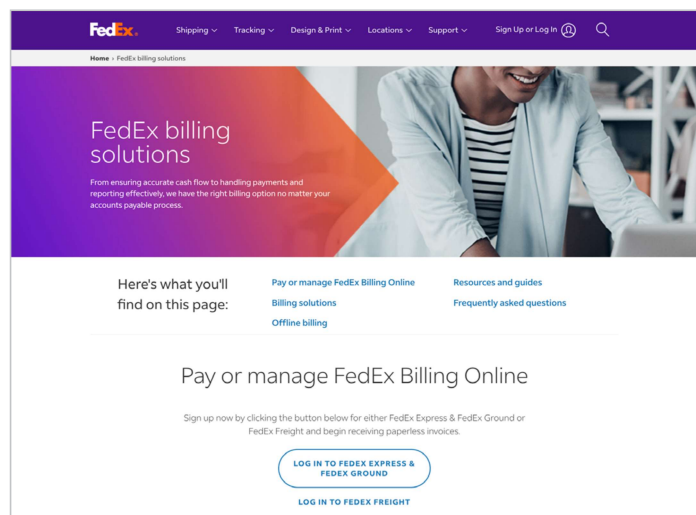
Requesting a refund or credit

As a FedEx Rewards member, you can request a refund or credit if an eligible shipment arrives late.¹



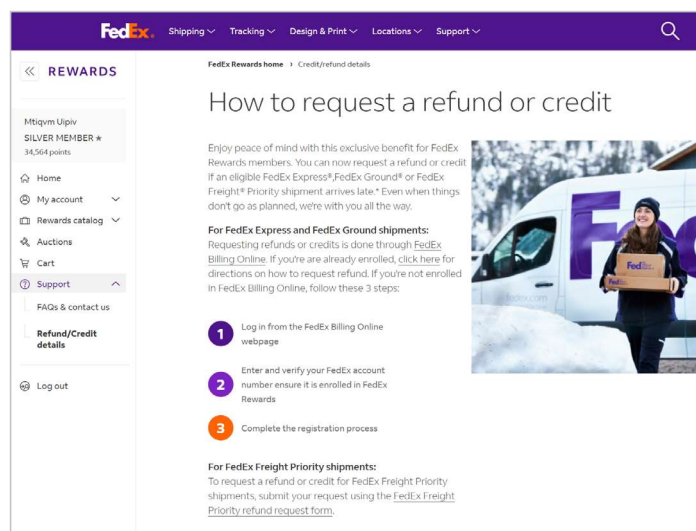
How to submit a request for refund or credit for eligible FedEx Express® or FedEx Ground® services:

- Step 1.** If you are already enrolled in FedEx® Billing Online, **log in** to your Billing Online account. If you are not enrolled, see instructions below.²
- Step 2.** From the Account Summary page, select the invoice number associated with the package not delivered on time.
- Step 3.** Select the individual tracking number.
- Step 4.** Select the Dispute button, then Dispute Type/Dispute Reason.



How to submit a request for refund or credit for FedEx Freight® Priority

- Step 1.** **Log in** to your FedEx Rewards account (fedex.com/rewards.)
- Step 2.** Go to the Support tab—Refund/credit details to locate the FedEx Freight Priority form.
- Step 3.** Complete and submit the form.



¹Terms and conditions apply. For more details see FedEx Rewards Terms and Conditions.

²If you are not enrolled in FedEx Billing Online, you may also submit a request through the **invoice adjustment feature** at fedex.com. FedEx Billing Online is an easy-to-use online tool that helps you manage your invoice-related tasks by eliminating excess paperwork and improving productivity.