



Safety above all during COVID-19

We are continuing to operate to and within impacted areas as local conditions and restrictions allow. Due to the dynamic nature of the situation, quoted transit times, and pickup and delivery service availability may be subject to change without notice. Please check our Service News for the latest updates.

FedEx Express Money-Back Guarantee

The impact of COVID-19 is causing local, state, and national governments in Europe and around the world to issue work and travel restrictions on a daily basis, which are impacting our ability to meet our high standards of service.

As a result, we have made the decision to suspend our money-back guarantee for all FedEx Express services, effective immediately until further notice.

FedEx Express is playing a crucial role in the global supply chain and connecting the world during this critical time, and we will continue operating as government restrictions and regulations allow.

No signature required for delivery

Please be assured that we are taking necessary precautions in affected areas as per the guidelines of local authorities. For the safety and wellbeing of our couriers and our customers, our couriers will now only seek a verbal confirmation of delivery. This means that your recipients will not be asked to sign for deliveries, until further notice.

If there is any conflict between the guidelines in this document and the instructions and requirements issued by local authorities or procedures in alignment with recommendations from local authorities, the instructions, requirements and recommendations issued by local authorities or in alignment with local authorities prevail.

Temporary service suspensions globally

Europe

Country*	Zip codes fully suspended	Zip codes suspended except for relief shipments	Remarks
Austria	6444, 6450, 6456, 6458, 6551, 6571, 6553, 6555, 6561, 6562, 6563, 6574, 6580, 6580, 6754, 6767, 6888, 9844, 5640, 5630, 5612, 5611, 5632, 5542, 5645		
Czech Republic	783 21, 783 24, 783 91, 784 01, 789 75		
France	21000 to 21999, 25000 to 25999, 39000 to 39999, 52000 to 52999, 55000 to 55999, 57000 to 57999, 67000 to 67999, 68000 to 68999, 70000 to 70999, 71000 to 71999, 90000 to 90999		
Greenland	All areas		



Country*	Zip codes fully suspended	Zip codes suspended except for relief shipments	Remarks
Italy	Orbassano, Alessandria, Bergamo, Brescia, Fondi, Polla, Atena Lucana, Sala Consilina, Caggiano, Montebello Jonico, Saline Joniche, San Lucido, Belvedere Marittimo, Diamante, Grisolia, Medicina Ganzanigo		<p>Domestic pick-up for shipments above 68 kg and non-conveyable domestic shipments are limited across Italy. Domestic and International pick-up and delivery services are suspended effective March 23rd, in the Orbassano (all zip codes), Alessandria (all zip codes), Bergamo (all zip codes) and Brescia (all zip codes) areas.</p> <p>In Como, Monza, Zibido stations domestic pick-up services are suspended, while deliveries are partially performed. We anticipate service delays in the Bologna, Grosseto, Milan, Modena and Vicenza areas.</p> <p>Due to the restrictions implemented by government authorities, until further notice we are not performing services in the municipalities of Fondi, Polla, Atena Lucana, Sala Consilina, Caggiano, Montebello Jonico, Saline Joniche, San Lucido, Belvedere Marittimo, Diamante, Grisolia, Medicina Ganzanigo.</p> <p>The export of Personal Protective Equipment (PPE such as FFP2 masks, goggles or visors, protective suits and gloves) is forbidden to be shipped out of Italy, without prior authorization from the Department of Civil Protection.</p> <p>Domestic pick-up for shipments above 68 kg and non-conveyable domestic shipments are limited across Italy. The export of Personal Protective Equipment (PPE such as FFP2 masks, goggles or visors, protective suits and gloves) is forbidden to be shipped out of Italy, without prior authorization from the Department of Civil Protection.</p> <p>Furthermore, following a Government decree that was issued on March 22nd, 2020, many industrial and commercial businesses (with the exception of a number of businesses identified as essential or strategic, including e.g. transport and courier) are being suspended until April 3rd, 2020; as a consequence, such businesses are no longer able to produce and ship goods; customers shipping from abroad to Italy are kindly invited to check the opening and availability of their recipients, in order to avoid delivery issues.</p>
Spain	Igualada-IG3 (08280, 08281, 08282, 08283, 08289, 08293, 08294, 08712, 08717, 08718, 08719, 08773, 08777, 08779, 08781, 08783, 08784, 08785, 08786, 08787, 08789)		
Portugal	Porto - OPO (3880, 3884, 3885)		

* A growing number of businesses have closed throughout Europe. Prior to shipping, please check to see if the receiving business is still open.



APAC and MEISA

Origins	Destination	Affected services	Service impact	Effective period
Europe	Mongolia	All FedEx Express and TNT Services	Temporary service suspension	March 11 th -28 th , 2020
Europe	Kazakhstan	All FedEx Express and TNT Services	Temporary service suspension	Until March 26 th , 2020
Europe	Guam, Palau, Marshall Islands, Micronesia, Northern Mariana (Saipan)	All FedEx Express Services	Temporary service suspension	March 19 th 2020 till further notice
Taiwan	Europe	TNT S87/ S88 (Air Freight D2D/ D2A)	Temporary service suspension	March 16 th 2020 till further notice
Mauritania	Europe	All FedEx Express Services	Temporary service suspension	Effective now till further notice
Mongolia	Europe	All FedEx Express and TNT Services	Temporary service suspension	March 11 th -28 th , 2020
Kazakhstan	Europe	All FedEx Express and TNT Services	Temporary service suspension	Until March 26 th , 2020
Pakistan	Europe	All FedEx Express and TNT Services	Temporary service suspension in Karachi and Lahore	Effective now till further notice



Service restrictions globally

Europe

Origins	Destination	Affected services	Affected shipments	Effective period
Europe	United States, Canada and Latin America and the Caribbean (LAC)	FedEx International Economy (IE)	Total International Economy Shipments should not exceed 1,000 kg max volume per customer per day (actual weight)	Until further notice
		FedEx International Economy Freight (IEF)		
		<ul style="list-style-type: none"> TNT International Economy Express TNT 12:00 Economy Express 		

APAC

Origins	Destination	Affected services	Service impact	Effective period
Hong Kong SAR	Europe	All TNT	Total shipments should not exceed 100 kg maximum volume per customer per day	March 13 th until further notice
China	Europe	<ul style="list-style-type: none"> FedEx International Economy (IE) FedEx International Economy Direct Distribution (IED) 	Temporary service suspension of all bookable shipments above 300 kg each	March 20 th until further notice
	Europe	<ul style="list-style-type: none"> FedEx International Economy Freight (IEF) 	Temporary service suspension of all bookable shipments	
Eastern China Northern China	Europe	All TNT services	Total combined shipments should not exceed 100kg maximum volume per consignee	
Southern China	Europe		Total combined shipments should not exceed 100kg maximum volume per shipper	

European updates

Across Europe

All non-essential shops and services are closed in the vast majority of European countries (including Spain, Portugal, Poland, Italy, Belgium, France, Germany and Switzerland). We are therefore not able to deliver to any non-essential retail store and customers can no longer deliver to an impacted pick-up point until further notice.

A growing number of businesses across Europe have closed. Prior to shipping, please check to see if the receiving business is still open.