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Message Detail

Temporary Suspension of FedEx Money-Back Guarantee

The impact of COVID-19 is causing local, state, and national governments 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, FedEx Ground and FedEx Freight services effective immediately until further notice. Because FedEx is an essential transportation service provider, we will continue operating as government restrictions and regulations allow. We recognize and appreciate the crucial role we play in the global supply chain and connecting the world during this critical time, and we remain focused on serving our customers and providing relief supplies to areas that need it most.

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