

# 2020 Holiday Schedule

Stay ahead this holiday season. Knowing our holiday schedule can help you offer a great customer experience by avoiding shipping delays.



## Thanksgiving

### Wednesday, November 25, 2020

- Early on-call pickups in some areas for FedEx Express
- FedEx Office will close by 6 p.m.

### Thursday, November 26, 2020

- FedEx Express, FedEx Ground, FedEx Home Delivery®, FedEx SmartPost®, FedEx Freight, and FedEx Office unavailable<sup>2</sup>
- Per Money-Back Guarantee section of the FedEx Service Guide, shipments scheduled for delivery on a holiday will be delivered the next business day

### Friday, November 27, 2020

- Early on-call, adjusted regular pickups, and drop box closings in some areas for FedEx Express
- FedEx Freight unavailable

### Saturday, November 28, 2020

- Early on-call pickups in some areas for FedEx Express
- FedEx Ground and FedEx Freight unavailable

## Christmas

### Monday, December 14, 2020

- FedEx Freight no-fee, money-back guarantee suspended for shipments with required delivery dates of Monday, December 14, 2020, through Monday, January 4, 2021

### Wednesday, December 23, 2020

- FedEx Freight will continue to provide normal pickup and delivery

### Thursday, December 24, 2020

- FedEx Express will have early station, on-call pickup, and drop box closings in some areas
- FedEx Office will close by 6 p.m.
- FedEx Freight unavailable

### Friday, December 25, 2020

- FedEx Express, FedEx Ground, FedEx Home Delivery, FedEx SmartPost, FedEx Freight, and FedEx Office unavailable<sup>2</sup>

## New Year's

### Thursday, December 31, 2020

- FedEx Express will have early on-call and drop box pickups in some areas
- FedEx Freight® shipments picked up on Dec. 31, 2020, will resume normally on Jan. 4, 2021. For example, one-day shipments picked up on Dec. 31, 2020, will resume on Jan. 4, 2021, and be delivered on Jan. 5, 2021
- FedEx Office will close by 6 p.m.

### Friday, January 1, 2021

- FedEx Express, FedEx Ground, FedEx Home Delivery, FedEx SmartPost, FedEx Freight, and FedEx Office unavailable<sup>2</sup>

## Money-Back Guarantee Suspension for the 2020 Holiday Season

### Wednesday, November 25, 2020

- The FedEx Money-Back Guarantee for FedEx Express will be suspended for packages scheduled for delivery on this date if the delivery was made within 90 minutes of the delivery commitment for the selected service and destination.<sup>1</sup>

### Monday, November 30–Thursday, December 24, 2020

- The FedEx Money-Back Guarantee for FedEx Ground and FedEx Home Delivery will be suspended for packages picked up between these dates.<sup>1</sup>

### Friday, December 18–Tuesday, December 24, 2020

- The FedEx Money-Back Guarantee for FedEx Express will be suspended for packages scheduled for delivery between these dates that were delivered by the end of the day on the published delivery commitment date for the selected service and destination.<sup>1</sup>

## Notes:

- For a complete look at services affected by seasonal changes to the FedEx Money-Back Guarantee, go to [fedex.com/holiday](https://fedex.com/holiday).
- FedEx will not apply additional residential surcharges during the holiday season. Other surcharges/fees may apply. Go to [fedex.com/surcharge](https://fedex.com/surcharge) for further information.
- FedEx Freight charges a redelivery fee when a FedEx Freight delivery attempt is made but is unsuccessful, due to a customer closure of which FedEx Freight was not previously notified, subject to the terms and conditions of the **FXF 100 Series Rules Tariff**.
- When scheduling a FedEx Freight shipment on or around a holiday, including holidays not listed on this sheet (e.g., MLK Day, Presidents' Day, Mardi Gras, etc.), contact your local FedEx Freight service center at **1.866.393.4585 (toll-free)** for the most up-to-date information.
- FedEx SmartPost shipments will *not* be delivered on U.S. federal holidays when the USPS is *not* making deliveries.
- The information shown here reflects our current operating schedules planned for these holiday periods. These dates are subject to change.
- The FedEx Office holiday schedule varies by location. **Find the FedEx Office nearest you** to get the most up-to-date information about holiday hours.
- For more information, go to the [FedEx Service Guide](#).

<sup>1</sup>For details on the FedEx Money-Back Guarantee, see the [FedEx Service Guide](#). FedEx SameDay® Money-Back Guarantee terms and conditions do not change during the holidays. <sup>2</sup>The following services are available 24 hours a day, 7 days a week, 365 days a year:

- FedEx SameDay®
- FedEx SameDay® City Priority
- FedEx SameDay® Freight
- FedEx® International Next Flight