

7 November 2025: Customs Dues and Exporting Abroad with FedEx

This is a quick reminder that if you are exporting overseas and your customer or receiver refuses to pay the applicable duties & taxes, FedEx may take one of the following actions:

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1. **Return the goods to Australia at your own expense.** The cost of returning the shipment will be billed to you, & these charges cannot be disputed.

2. **Clear the duties, taxes & all other customs fees on your behalf, also at your own expense.** These charges will be billed to you & cannot be disputed.

We strongly recommend that, prior to dispatching your goods from Australia, you clearly inform your overseas customers that they are responsible for paying any duties & taxes imposed by their governments/customs authorities on the goods that they purchased from you.

DHL & UPS are known to just return the goods when receiver refuses to pay, but the cost of return of the goods will still be billed to you.

If you have any questions regarding this advisory, please do not hesitate to contact your Dedicated Freight Consultant or Account Manager.

Thank you for your attention to this important matter.