

Understanding 50+ Service Failures of FedEx, UPS, and DHL That are Totally Eligible for Refunds



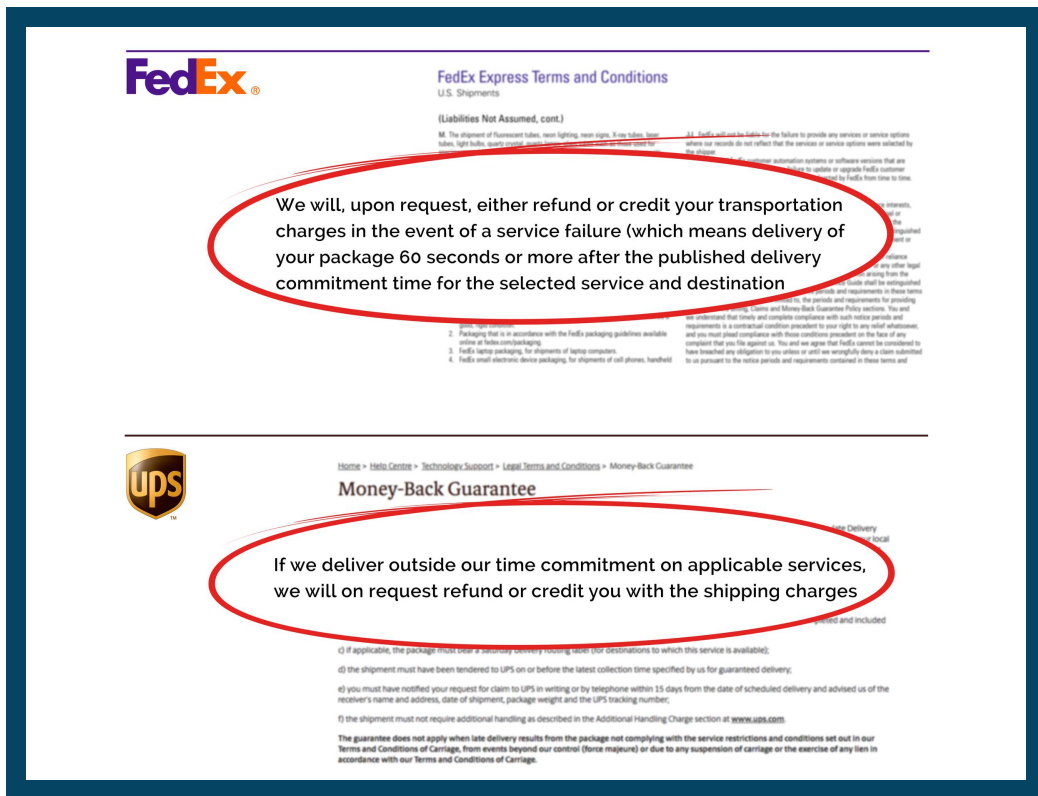
LATESHIPMENT.COM

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Understanding the Money Back Guarantee Policy

Shipping carriers like FedEx, UPS, and DHL offer you a full refund on shipping charges according to their Money Back Guarantee Policy if they fail to deliver within the promised delivery window.



Major shipping carriers claim to provide retailers a refund even if they are a minute late. But getting the refund money into your wallet can be hard as multiple clauses govern the refund process.

The process to claim [FedEx refunds](#), [UPS refunds](#), or [DHL refunds](#) is kept intentionally circuitous to deter businesses from filing for refunds.

However, retail businesses are becoming increasingly savvy and performing the claim process using automated shipping audit services like [LateShipment.com](#).

Apart from late deliveries, there are more than **50 other service failures** and billing errors that are eligible for refunds from shipping carriers. Let's take a look at them.

What Makes Up the 50+ Service Failures and Billing Errors?

The 50+ service failures can be separated and assorted into sub-sections of service failures and billing errors. Billing errors themselves can be classified separately into surcharges & fees and other billing errors.

This classification helps you immediately identify and recognize the type of the service failures and billing errors and helps you act accordingly.

50+ Refund Eligible Service Failures and Billing Errors

Service Failures	6 (eg. Late deliveries, Lost packages)
Billing Errors	Surcharges and Additional Fees - 28 Other Billing Errors - 19

Let's take a look at what these 50+ service failures and billing errors are in detail

Service Failures



Late Deliveries

Late deliveries are the most frequent service failure. While late deliveries may seem like *Hakuna Matata* when considered as isolated incidents, the [real cost of late deliveries](#) can be expensive in the form of a disjointed customer delivery experience and losing repeat buyers. One harrowing delivery experience could get you blacklisted by even loyal customers.

All major shipping carriers offer you a complete refund of the shipping fee for late deliveries, except when due to weather-related exceptions



Lost Packages

According to a report by [The New York Times](#), almost 15% of online shopping deliveries fail to reach their destination in urban areas.

Despite today's state-of-the-art tracking systems, parcels can get lost and end up somewhere else than the required destination. Although in most cases a lost parcel is back-tracked and rerouted to its recipient, in some cases parcels end up completely lost



Damaged Packages

Packages are fragile and need to be handled with care. Extreme weather conditions such as humidity, frost, temperature, or human intervention in the form of careless handling can easily damage their contents. If a package is damaged in transit, a full refund of the shipping cost is owed.



Manifested but Not Shipped

A parcel is booked and labeled but not shipped. In that case, it's bound to be delivered late, and a full refund is owed for the mistake committed by the shipping carrier.



No Proof-of-Delivery

Shipping carriers are expected to obtain the signature of the person who collects a delivery. Without the signature, the shipment is considered undelivered.

In some cases, the shipper can do away with the signature requirement. But in case of sensitive deliveries, like with passports and documents, the consignee must sign for the delivery themselves. In some states, alcohol consignments and similar parcels cannot be handed over to anyone younger than 21. In case if the carrier fails to get a signature, the delivery is considered void as there is no proof of delivery, and a full refund is guaranteed to the retailer.



Invalid Service Exceptions

The terms and conditions of shipping carriers have clear mentions of valid exceptions in their range of services for which refunds are not guaranteed. A valid exception may be caused by weather conditions, customs delays, or even an unexpected roadblock!.

On the other hand, if your carrier claims that delivery could not be made due to a fault at their end like damaging the package or the label during handling and still calls it a valid exception, you can submit a refund claim.

Billing Errors

Surcharges and Additional Fees



Late Invalid DAS (Delivery Area Surcharge)

DAS (Delivery Area Surcharge) is an additional charge applied to packages that are either picked up or delivered in certain ZIP codes. This charge is usually levied on remote businesses, residences, or farms where multiple deliveries are often not possible

If there's a mismatch in the DAS levied and the classification of the zip code, there arises the need to correct the shipping charges.



Invalid Extended DAS

Certain zip codes, such as those in Alaska or Hawaii, which don't come under either a residential or commercial categorization are classified as extended delivery areas and have an additional charge levied on them. If your address is billed on the wrong zip code, you can claim a refund.



Invalid Residential Surcharge

Typically, surcharges in residential zip codes are higher than in commercial zip codes. From the shipping carrier's perspective, it is easier to make a successful delivery in a commercial area than in a residential locality.

If a destination happens to be in a commercial address and is wrongly noted as a residential address, the shipping carrier would have added a residential surcharge. This surcharge needs to be waived.



Unauthorized Charges

If there are surcharges, taxes, Saturday charges, or any duplicate charges wrongly levied by a shipping carrier, refund tools can identify them and claim refunds.



Chargebacks

A chargeback is a form of customer protection provided by banks. It works like a traditional refund, but in this case, the bank directly involves itself without the merchant having a say.

[In the era of digital theft and credit card malpractices](#), chargebacks are great for customers who are at the receiving end of such digital theft. If a transaction made from your bank to the carrier is found to be fraudulent, you can submit a claim and the bank will refund the money to you. However, if you do not prove the validity of your claim, the bank takes the money back from you with an additional fee. There is also another type of chargeback that occurs when the carrier has deducted a higher amount from you than the agreed rate.



Wrongly-Applied Additional Handling Fees

Shipping carriers charge an additional fee on certain parcels that require special handling and whose packaging and dimensions are different compared to others. If there are wrongly-applied handling fees on your invoice, you are owed a refund.



Invalid Address Correction Surcharge

If the initial address noted down by your shipping carrier is incorrect or incomplete, your carrier makes the correction and charges you a fee for it. If you're wrongly charged an address correction fee, you are owed a refund.



Incorrect Fuel Surcharge

The fuel surcharge on shipments depends on several factors and changes periodically. If your shipping carrier has overcharged you with a fuel surcharge, you can claim a refund.



Invalid Hazardous Material Fees

Hazardous materials incur a surcharge for handling. If you have been incorrectly charged in this regard, you can claim a refund.



Wrongly-Applied Refusal Fees

What happens when a customer refuses to accept a shipment? The package returns to the retailer who must bear the cost of shipping. A wrongly-applied refusal fee can be contested



Incorrect C.o.D Collections

Many customers prefer to pay Cash on Delivery (CoD). For customers akin, you can direct the carrier to collect it on delivery and reflect it to you via your preferred mode of payment. However, a small fee is added to your invoice for CoD shipments. If CoD has been incorrectly added to the bouquet of services or if the amount received has any discrepancies, you can claim it back.



Invalid Holiday Exceptions Fee

There are different shipping fee structures for holidays. If a shipment has been incorrectly charged according to the holiday schedule, you are owed a refund.



Wrongly-Applied Minimum Charges

If you are erroneously billed for minimum charges when there should be none, you are eligible for a refund.



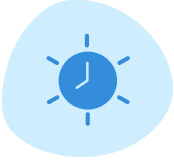
Charges for Re-Delivery

FedEx is bound to offer up to 3 attempts per delivery. In case you have been billed for a re-delivery attempt, you are eligible for a refund.



Incorrect Weekly Service Fee

There is a charge that applies when the shipper directs the freight carrier to collect payment from a recipient and deposit it into the shipper's bank account. Much like CoD for eCommerce. And in this case, there is an additional weekly service charge for such deposits. If there's been an incorrect charge on such grounds, a refund is owed.



Wrongly-Applied Early AM Fees

If a package has to be picked up at a specific time before standard working hours, there is an additional fee involved. If the fee has been erroneously added to your bill, you can get it refunded.



Incorrect Saturday Pickup Fees

Some shippers levy a Saturday pickup charge if a package is picked up on a Saturday. If your bill has a Saturday pickup charge, check if it is justified. Else, get it reversed.



Incorrect Large Package Surcharges

Packages larger than the standard sizes incur a surcharge. If you have been incorrectly levied a large package surcharge, you can get that refunded.



Discrepancies in International / Customs Fee

If there is a discrepancy in overseas tariffs involving customs fees, you are owed a refund.



Inapplicable Additional Delivery Fee

An additional delivery fee is added to your shipping bill in some cases for gift-wrapping or for proof of payment requests. If such an additional delivery fee does not apply to your shipment, you can get it refunded.



Incorrect Proof-of-Delivery Fee

Some packages are shipped with a special request for proof of delivery, and that incurs an additional charge. In case this charge has been incorrectly added to your bill, you can get it refunded.



Incorrect Domestic Dimensional Fee

Under the dimensional weight pricing policy, there are different slab rates for domestic and international shipments. If there is an incorrect dimensional weight charge on your invoice, you can get it refunded.



Incorrect International Dimensional Fee

If you are charged incorrect international dimensional fees on a shipment that doesn't qualify to be charged that fee, you can obtain a refund.



Incorrect Duties & Taxes

Shipments are subject to several duties and taxes. If you believe you have been incorrectly charged duties and taxes, you can claim refunds.



Wrongly-Applied Pickup Fees

Your shipping carrier charges you for pickup at the doorstep. If that charge has been incorrect in the first place (you could have dropped the package yourself), you are eligible for a refund.



Wrongly-Applied On-Demand Pickup Fees

Some shipments are urgent and shipping carriers add an on-demand pickup fee in cases where they rise to the emergency. Of course, this service comes with an additional charge. If this charge is slapped on your shipment without such service offered, you can obtain a refund.



Incorrect Package Reroute Charges

A shipper can choose to reroute a package during transit. In such cases, there is an additional charge. If the additional charge has been added to your bill when you asked for no such package rerouting, you can get the charge reversed.



Duplicate Charges

If any of the charges mentioned above were valid on your bill but got multiplied due to accidental repetition, you can submit a claim and have one of them reversed.

Other Billing Errors



Missing Discounts

If the sender is eligible for shipping discounts, they need to be billed accordingly. Missing discounts can be claimed as refunds. Check for any eligible discounts before signing your shipping carrier's latest invoice.



Incorrect Discounts

Has your shipping carrier provided you the right discounts you are eligible for? If there is a discrepancy here, it needs to be corrected and the mismatched amount can be claimed as a refund.



Misapplied Incentives

As in the case of discounts, if you are eligible for incentives from the shipping carrier, thanks to your long term association with them, collect these incentives, and adjust your shipping bills against them.



Errors in the Entered Weight / Billed Weight

If there is a discrepancy between the billed weight and entered weight and if you are billed excessively, you are eligible for a refund.



Void Shipments

Let's say you've generated a label from the shipping carrier and paid for it but didn't make use of it. In such a case, you can submit a claim within 90 days to void the label to prevent the unused label from being billed to your account.



Discrepancies in Calculation of Zone Jumping

A shipper consolidates several packages, holds them in a sorting area until they reach a critical mass, and sends them to their destination as a single, larger shipment. This process is called as 'Zone jump'.

This saves on your shipping costs as it reduces the per package price by avoiding the shipping of individual packages across multiple zones.

In case if your shipment is wrongly billed for passing through a zone, which it never crossed in zone skipping, you can submit a claim and get refunds.



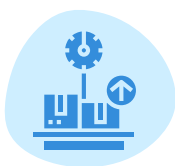
Incorrect Combined Weight (CWT) / Multiweight (MWT) Deals

FedEx and UPS offer Multi-weight deals. This is an ideal service if you are looking for a shipping carrier to transport multiple-package shipments together from the same origin to the same destination on the same day. The shipping price is calculated based on the combined weight of packages. If there is a billing discrepancy, you are eligible for a refund.



Discrepancies in Insured & Declared Value

When you insure package contents and there is a discrepancy between the insured value and declared value, you are eligible for a refund.



Incorrect Weight

Shipping carriers have shifted to the **Dimensional Weight Pricing** method, where the cost of the shipment depends on the dimensional weight rather than on the actual weight of the package.

If there is an incorrect dimension measurement by scanners and hence a pricing error, you can claim a refund. Domestic and international Dimensional Fees are different. So, in case there has been a mixup between domestic and international tariffs, you can get the excess charges refunded.



Discrepancies in Calculation of Rebates

Any discrepancy in applicable rebates applied can be addressed and claimed as refunds.



Incorrect Application of GRI

The revenue threshold is used to determine the level of the Earned Discount. Knowing and monitoring revenue-based thresholds is important because changes in the thresholds can alter the discounts you receive. If your shipping carrier has incorrectly calculated your revenue-based thresholds, you may be owed a refund.



Incorrect Application of Revenue-Based Thresholds

The revenue threshold is used to determine the level of the Earned Discount. Knowing and monitoring revenue-based thresholds is important because changes in the thresholds can alter the discounts you receive. If your shipping carrier has incorrectly calculated your revenue-based thresholds, you may be owed a refund.



Duplicate Tracking Number

Each shipment you send out is assigned a unique tracking number using which you and the consignee can track the whereabouts of the package from check-in to delivery. Any discrepancy with the number given by the shipping carrier is their responsibility. You are owed a refund in such a case.



Duplicate Invoice

Any tampering with the shipment invoice can be tracked and refunds can be claimed for the same



Missing Account Number

In case the account number is missing from your bill or invoice, you have the right to claim a refund.



Invalid Account Number

If the account number is invalid, you can obtain a refund.



Incorrect Shipper Billed

If you have been billed for someone else, you can get the amount refunded.



Misapplied Payments

There are certain cases where a payment might be applied incorrectly. You can get a refund on such charges.



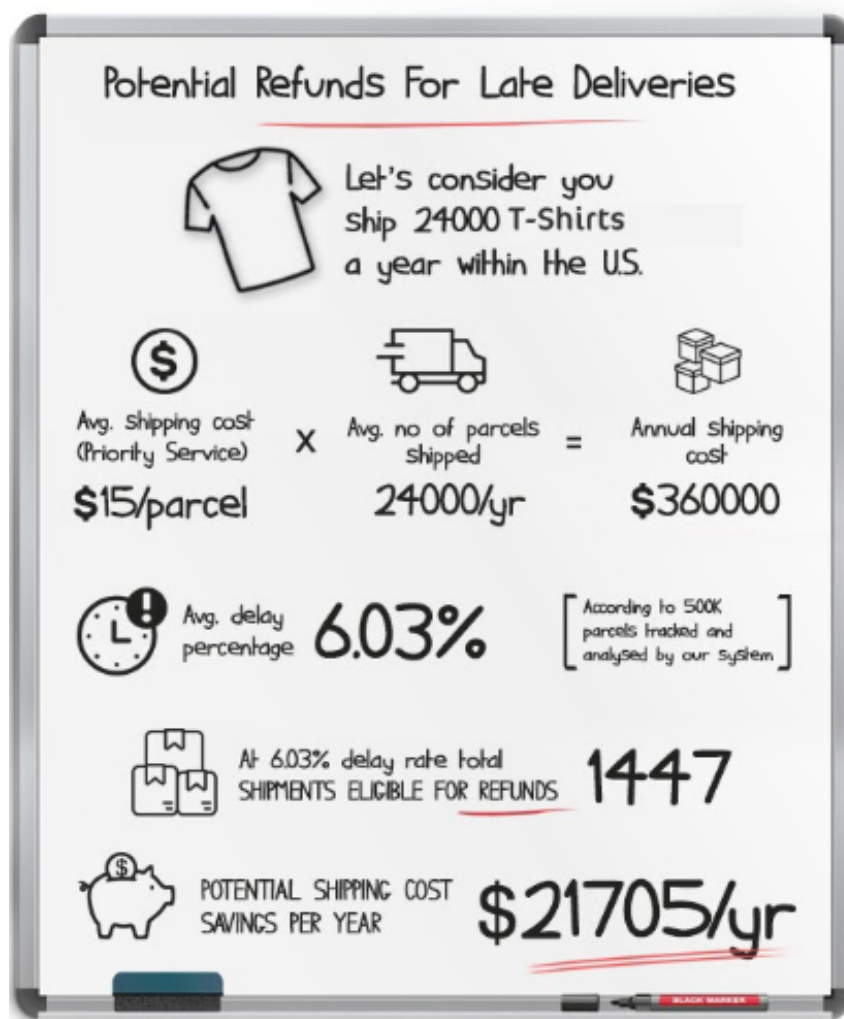
Incorrect Exchange Rates

There are some cases with international shipping where charges can be applied incorrectly due to a wrong calculation of the exchange rates. In such cases, you can obtain a refund.

How Refunds Work

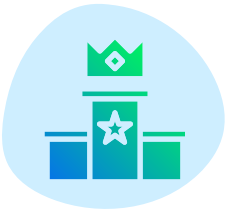
Claiming refunds for not just late deliveries but more than **50 service errors** can save you up to **20% of your shipping spend**.

Here is an example of how it works



Your business can make use of automated shipping invoice audits to do the heavy lifting on your behalf. This can remove all human intervention and hassle and ensure that your shipping budget is optimized.

Why Refunds Matter



You are entitled to refunds

The money-back guarantee policies of shipping carriers entitled you to refunds in case of service failures on their part.



The money is yours

Your shipping carrier bills you monthly based on the initial agreement. They should compensate you for failing to maintain service quality. Annually, shipping carriers get away with over \$3 billion in the form of unclaimed refunds.



Refunds hold your shipping carrier accountable

1-in-3 customers won't shop with you following a late delivery or a damaged package. When you fail to hold your shipping carrier accountable, you unfairly face the brunt of delivery issues. However, by claiming refunds, you hold your carrier accountable for their failures.

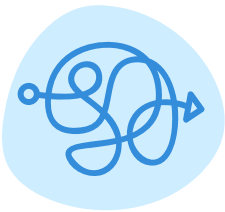


Refunds help save on shipping costs

When you start claiming refunds, you end up saving up to 20% on your shipping costs.

What Makes Claiming Refunds a Hassle

While Shipping carriers allow you to file claims manually, it is not a viable option as it is subjected to many, many conditions.



It is a tiresome process

Identifying and submitting claims manually is a process that takes up a lot of time and effort at your end.



It is expensive

The resource cost of claiming refunds is so expensive that you will spend more to get a refund than the compensation you are entitled to receive.



Short eligibility window

Manual claim submission is a tedious process. It might take more than five days to obtain a refund for one single package. Refund claims are honored by carriers only if they are filed within a short eligibility window, which can be a problem when submitting multiple claims.



It is error-prone

A positive outcome is not guaranteed for a manual claim submission as the communication process is often inefficient, which makes auditing your invoice for 50+ service failures impossible.

Why LateShipment.com's Automated Shipping Refunds Solution

[LateShipment.com's automated refunds solution](#) effortlessly audits your invoices and saves up to 20% of your shipping costs. And the best part is that it takes less than 2 minutes to set-up and directly integrates with your existing workflow without the need to change anything.



50+ carriers supported

With customers in over 40 countries, we successfully claim refunds from carriers worldwide



Highly-trained algorithms

Our proprietary technology is built in-house with algorithms trained from tracking over 100M parcels.



Human-backed automation

Our automated claims system is backed by humans too to ensure you never miss any refunds



Maximum refunds recovery

Apart from refunds for common service failures, our systems are built to recover refunds for 50+ errors



No upfront cost

Zero out-of-pocket costs for your business. Pay only a part of the refunds claimed.

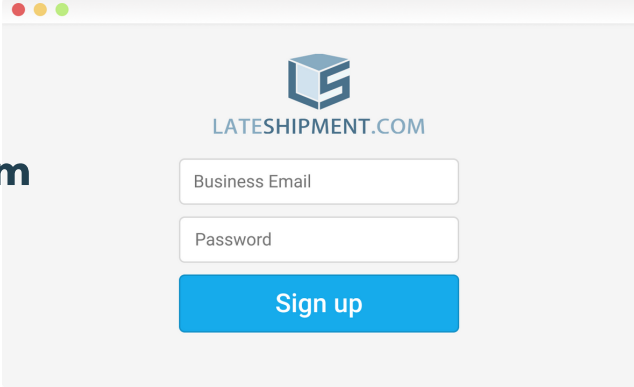


Refund claims for previous shipments.

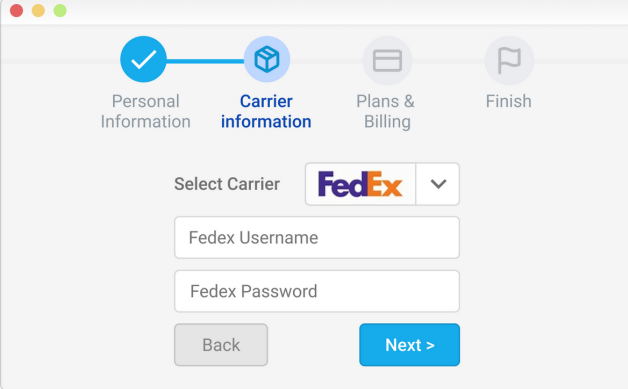
We don't wait for you to ship out packages. Our systems can backtrack up to 45 days and claim refunds even for past shipments.

How You Can Start Claiming Refunds Right Away

1 Create a LateShipment.com account



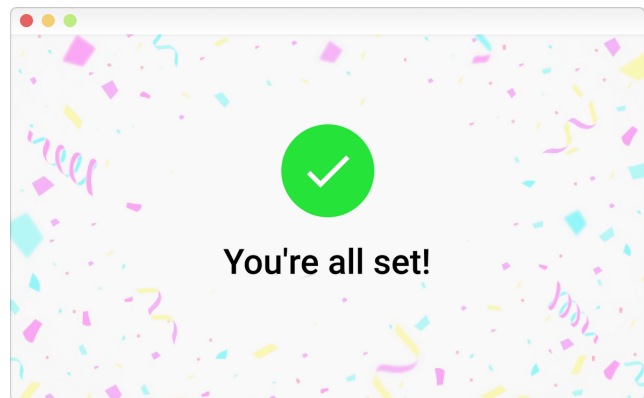
A screenshot of the LateShipment.com sign-up page. At the top is the LateShipment.com logo and the text "LATESHIPMENT.COM". Below this are two input fields: "Business Email" and "Password". At the bottom is a blue button labeled "Sign up".



A screenshot of the LateShipment.com account setup page. At the top, there are four steps: "Personal Information" (checked), "Carrier information" (active), "Plans & Billing", and "Finish". Below the steps is a "Select Carrier" dropdown menu with "FedEx" selected. Below the dropdown are two input fields: "Fedex Username" and "Fedex Password". At the bottom are two buttons: "Back" and "Next >".

2 Add your shipping carrier credentials

3 That's it. you're all set! Very simple isn't it?



If you're done with this, congratulations! you just took the first step to start saving up to **20% on your shipping costs!**

[Get Started](#)

What are the Other Post-Purchase Solutions from LateShipment.com?

At LateShipment.com, we are driven by an overarching mission to bring more transparency to the world of shipping. We recognize that businesses, despite paying for shipping, have very little control over their shipping carriers and strive to fix that power imbalance.

Delivery Experience Management Platform



ELEVATE

ENGAGE



DELIGHT

RETAIN



Our groundbreaking delivery experience management solutions help retailers seamlessly create post-purchase experiences, while our automated parcel audit solutions help bring better performance accountability to the last mile and recover millions of dollars in shipping refunds for businesses around the world.

Key Features:



Real-Time Visibility

Monitor your outbound & inbound shipments across multiple shipping carriers on a centralized window, in real-time.



Critical Delivery Alerts

Pay attention to daily deliveries with predictive delay alerts and more on a purpose-built dashboard for support reps.



Proactive Issue Resolution

Proactively communicate with customers to prevent them from having bad experiences due to delivery failures.



Custom Delivery Notifications

Send custom or automated delivery status notifications for events like "shipped," "attempted," & "delivered."



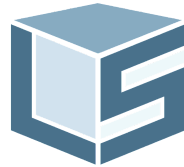
Branded Tracking Pages

Build fully-customizable order tracking pages for your customers to improve brand recall and sales.

The best part is, it takes less than 2 minutes to [see LateShipment.com in action](#) without any change to your existing workflow. The value we add to businesses is most evident when experienced first-hand.

[Get Started](#)

Contact Us



LATESHIPMENT.COM

TRUSTED BY
1000s
OF BUSINESSES
WORLDWIDE



MICHAEL KORS



CUSTOMERS IN
40+
COUNTRIES



100M+

SHIPMENTS
TRACKED

FEATURED IN
20+

MEDIA PUBLICATIONS



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