

## **UPDATE: FedEx Delivery**

**20 October 2021**

FedEx are making good progress moving customer shipments through their UK domestic network and continue to perform pick-up and delivery of shipments whilst operating under contingency.

While we continue to work on the issue and mitigate the impact on our customers, please note that whilst deliveries are mostly back to normal, you may continue to experience some delays.

The following adjustments will be made immediately:

- Parcel and conveyable shipments will continue to be accepted.
- FedEx are accepting non-conveyable shipments today until further notice.
- International shipments will be accepted and remain a priority
- At present it is unfortunately not possible to provide timed deliveries

FedEx are working hard to recover items as quickly as possible, and are using a first in, first out strategy. Contingency plans remain in place.

FedEx apologise for the inconvenience caused. We thank you for your patience while we resume normal service as quickly as possible.