



P.O. BOX 421289
HOUSTON, TX 77242 TE-PA, MEES, 10,2024

DATE OF DEPOSIT

July 23, 2026

JUL 23 2026

Via Electronic Filing

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

PA Public Utility Commission
Secretary's Bureau

Re: Customer Transfer Filing – Assignment of Customer Contracts from Spring Energy RRH, LLC d/b/a Spring Power & Gas (A-2017-2618308) to Respond Power LLC d/b/a Major Energy Electric Services (A-2010-2163898)

Dear Secretary Chiavetta:

Spring Energy RRH, LLC d/b/a Spring Power & Gas ("Spring") and Respond Power LLC dba Major Energy Electric Services ("Major Energy") hereby jointly provide notice of an assignment of customer contracts from Spring to Major Energy. In accordance with the Commission's rules, we are providing the following information as required as part of this Customer Transfer Filing.

1. Transferring EGS Docket Number:
A-2017-2618308
2. Receiving EGS Docket Number:
(A-2010-2163898)
3. Effective Date of Transfer:
On or about September 16, 2026
4. Attestation that the affected customer contracts are assignable:
Please see Attachment A.
5. Number of customers remaining with the Transferring EGS after the customer transfer:
Spring intends to assign all of its customers to Major Energy, a total of 4,349 electric customers will be transferred.
6. Transferring EGS's intended abandonment effective date and customer notification (if applicable):

Spring does not intend to withdraw its Pennsylvania supplier license at this time. Should Spring's licensing status change in the future, Spring will file the appropriate notice with the Commission under its own licensing docket.

7. Explanation of the disposition of customers not being transferred to the Receiving EGS:
Customers who are not transferred to Major Energy will ultimately be returned to their default service provider.
8. Copy of Customer Notification:
Please see Attachment B.
9. Transferring EGS's Most Recent Four Quarters of Gross Receipts for Customers Being Transferred:
Please see Attachment C, which has been marked *Confidential*.
10. Receiving EGS's Most Recent Four Quarters of Gross Receipts:
Please see Attachment D, which has been marked *Confidential*.
11. Documentation showing compliance with the AEPS obligations:
Please see Attachment E.
12. Documentation showing compliance with the Commission's required annual fees and supplemental annual fees:
Please see Attachment F.
13. Spring and Major Energy confirm that both entities will maintain their financial security compliance for the duration of the Customer Transfer Filing process.
14. Signed Certificate of Service provide as proof that transferring EGS and Major Energy jointly served non-confidential notice on the five statutory agencies and all impacted electric distribution companies.

If there are any questions regarding this matter, or if any additional information is needed to assist with the Authority's review of this notice of assignment, please do not hesitate to contact the undersigned.

Respectfully submitted,

Keenia Joseph

Keenia Joseph
Senior Director of Regulatory Affairs and Compliance
Respond Power LLC d/b/a Major Energy
12140 Wickchester Ln, Ste. 100
Houston, TX 77079
E: kejoseph@sparkenergy.com | T: (713) 600-2665

Enclosures

DATE OF DEPOSIT
JUL 23 2026
PA Public Utility Commission
Secretary's Bureau

ATTACHMENT A.

Please see enclosed Attestation that the affected customer contracts are assignable.

DATE OF DEPOSIT

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**PA Public Utility Commission
Secretary's Bureau**

ATTESTATION

My name is Richard Booth, and I am the President of Retail Operations of Spring Energy RRH, LLC d/b/a Spring Power & Gas.

I swear or affirm that I have personal knowledge of the facts stated herein, that I am competent to testify to those facts, and that I have the authority to make this affirmation on behalf of Spring Energy RRH, LLC d/b/a Spring Power & Gas

I further swear or affirm that, to the best of my knowledge, all statements and representations made herein are true and correct.

I further swear or affirm that the customer contracts being transferred to Respond Power LLC d/b/a Major Energy Electric Services are assignable and that they will be honored by Spring Energy RRH, LLC d/b/a Spring Power & Gas through the date of transfer.

Signed this 22nd day of July, 2026.

SIGNATURE: *Richard Booth*

NAME: Richard Booth

TITLE: President of Retail Operations

Spring Energy RRH, LLC d/b/a Spring Power & Gas

DATE OF DEPOSIT

JUL 23 2026

PA Public Utility Commission
Secretary's Bureau

SWORN TO AND SUBSCRIBED before me on the 22nd day of July, 2026.

Samantha Sicilian
Signature of Notary Public

My Commission Expires: 3/4/2030

SAMANTHA SICILIAN
NOTARY PUBLIC, STATE OF NEW YORK
Registration No. 01SI6296169
Qualified in Kings County
Commission Expires 03/04/2030

ATTACHMENT B

Please see enclosed for a copy of the form Customer Notice of Assignment.

DATE OF DEPOSIT

JUL 23 2026

PA Public Utility Commission
Secretary's Bureau



Spring
Power & Gas

P.O. BOX 421289
HOUSTON, TX 77242 SPG-PA_MEEES_06.2016



**Important: Information about your
electric generation contract is enclosed**

7/23/2026

«CUSTOMER_FIRSTNAME» «CUSTOMER_LASTNAME»

«MAILING_ADDRESS_1», «MAILING_ADDRESS_2»

«MAILING_CITY», «MAILING_STATE» «MAILING_ZIP_CODE»

Utility: «UTILITY_NAME»

Account Number: «UTILITY_ACCOUNT_NUMBER»

NO ACTION REQUIRED: Your service will continue under your current service agreement without interruption.

Dear Customer,

Spring Energy RRH, LLC d/b/a Spring Power & Gas ("Spring") has appreciated the opportunity to serve as the Electric Generation Supplier ("Supplier") for your «UTILITY_NAME» account. However, in accordance with your original terms and conditions, which expressly permit the assignment of your contract, we are writing to let you know that Spring will assign your electric supply service to Respond Power, LLC d/b/a Major Energy ("Major Energy"), another Supplier licensed by the Pennsylvania Public Utility Commission. This change will take effect approximately 30 days after the date of this assignment notice, on approximately «Reassignment_Date». After such date Major Energy will provide your electric supply service.

No action is required on your part when this transfer occurs. Major Energy will honor your current agreement in place with Spring and there will be no changes to the existing terms or conditions through to the expiration of the duration of your current contract. This transfer will not cause an interruption of your electric supply services and you should continue to pay your «UTILITY_NAME» bill as normal and call «UTILITY_NAME» in case of an outage or emergency just as you do today. You may decline to be assigned to Major Energy in accordance with the cancellation provisions in your current contract with Spring by contacting Spring at the telephone number below. If you decide to not have your contract assigned, you will be returned to your local electric distribution company default service unless you enroll with Major Energy or another supplier. The same quality support and service that you are used to with Spring will continue with Major Energy.

As set forth in your current contract with Spring, if you have a fixed rate plan with Spring, your service will continue with the same fixed rate and terms until the end of your contract duration or upon cancellation of your supply service. Thereafter, you will receive information regarding your renewal options. If you are currently served under a variable rate with Spring, your service will continue under a variable rate plan with Major Energy. You may also contact Major Energy directly to see what other options are available to you, including new options with Major Energy when your contract expires and to learn about historical and current variable rates.

If you have any questions about the transfer of service, please contact Spring by «Last_Date_to_Call». For your convenience, the contact information for both companies is shown below. We thank you for the opportunity to serve you and we are confident you will enjoy your new service with Major Energy.

Kind Regards,

Richard Booth
President Retail Operations
Spring Energy RRH, LLC d/b/a Spring Power & Gas
144 N. 7th Street, #417
Brooklyn, NY 11211
Phone: 1-888-710-4782
Email: info@springpowerandgas.us
License No.: A-2017-2618308

Keith Maxwell
Chief Executive Officer and President
Respond Power, LLC d/b/a Major Energy
12140 Wickchester Ln., Ste. 100
Houston, TX 77079
Phone: 1-888-625-6760
Email: customercare@majorenergy.com
Call Center: Mon-Fri: 9:00AM-5:00PM EST
License No.: A-2010-2163898

Frequently Asked Questions

Will my electric supply service be cut off?

No, this transfer will not cause an interruption of your electric supply services and you should continue to pay your «UTILITY_NAME» bill as normal.

Who do I call in case of a power outage or emergency?

Your Utility has not changed; you should call «UTILITY_NAME» for any outage or emergency just as you do today.

Will my current rate change?

If you have a fixed rate plan with Spring, your service will continue with the same fixed rate until the end of your current contract term or upon cancellation of service. If you are currently served under a variable rate with Spring, your service will continue under a variable rate plan. After «Last_Date_to_Call» you may also contact Major Energy directly to see what other options are available when your contract expires.

Will my meter read cycle or utility charges change?

No, you will continue to receive your bill from «UTILITY_NAME» as you always have. The only change is that Major Energy will now be listed as the Supplier.

What will happen to my contract / agreement with Spring?

Contract assignment is allowed per the terms and conditions of your Spring agreement. Major Energy will honor your current agreements with Spring, so no changes will occur with their terms or conditions until the contract end date. If you are a Spring customer on a Variable Rate Plan, your service will continue on a variable rate plan. You will also be eligible to renew to a fixed rate plan with Major Energy.

My contract was about to expire with Spring, what does this mean for me?

If the contract expires before the effective date of your transfer, your service will continue under the Spring variable rate unless you choose a new fixed rate from Major Energy. If your contract expires after the effective date of your transfer, contact Major Energy for their current plan offerings.

Do I need to do anything to switch to Major Energy?

No, you will not need to do anything. We will make this transition as smooth as possible for you. In accordance with your current contract with Spring, we are assigning your electric supply service to Major Energy, another Supplier licensed by the Pennsylvania Public Utility Commission.

When can I expect Major Energy to become my official Supplier?

Spring will assign your electric supply service to Major Energy, another Supplier licensed by the Pennsylvania Public Utility Commission, effective on approximately «Reassignment_Date».

Will I need to sign up with Major Energy or go through a credit check again?

No, Major Energy welcomes you as their customer in a clear and hassle-free way.

How will I know when I have started services with Major Energy?

Major Energy will appear as your Supplier in the Energy Supply portion of your utility bill.

Will I be able to opt out of the switch to Major Energy?

You can opt out of the switch to Major Energy by requesting to drop to «UTILITY_NAME» or switch to another Supplier while active with Spring. If you decide not to have your account transferred to Major Energy, no early termination fees will be charged.

Who do I contact should I have questions?

If you have any questions about the transfer of service, please contact Spring.

Phone: 1-888-710-4782

Email: info@springpowerandgas.us

Call Center Hours: Mon-Fri: 9:00AM – 6:00PM EST

How can I learn more about Major Energy as my new Supplier?

Please visit Major Energy online at www.majorenergy.com.

If you have questions or concerns you are unable to resolve, you may contact the Pennsylvania Public Utility Commission at 1-800-692-7380 or www.puc.pa.gov, or the Office of Consumer Advocate at 1-800-684-6560.

**Importante: Información sobre su
contrato de generación eléctrica adjunto**

7/23/2026

**Compañía de servicios públicos: «UTILITY_NAME»
Número de cuenta: «UTILITY_ACCOUNT_NUMBER»**

NO SE REQUIERE NINGUNA ACCIÓN: Su servicio continuará bajo su acuerdo de servicio actual sin interrupción.

Estimado Cliente,

Spring Energy RRH, LLC d/b/a Spring Power & Gas ("Spring") ha apreciado la oportunidad de actuar como el Proveedor de Generación Eléctrica ("Proveedor") de su cuenta de «UTILITY_NAME». Sin embargo, de acuerdo con sus términos y condiciones originales, que permiten expresamente la cesión de su contrato, le escribimos para informarle que Spring cederá su servicio de suministro eléctrico a Respond Power, LLC d/b/a Major Energy ("Major Energy"), otro Proveedor autorizado por la Comisión de Servicios Públicos de Pensilvania. Este cambio entrará en vigor aproximadamente 30 días después de la fecha de este aviso de cesión, aproximadamente el «Reassignment_Date». Después de esa fecha, Major Energy proporcionará su servicio de suministro eléctrico.

No se requiere ninguna acción de su parte cuando ocurra esta transferencia. Major Energy respetará su acuerdo actual vigente con Spring y no habrá cambios en los términos o condiciones existentes hasta la expiración de la duración de su contrato actual. Esta transferencia no causará una interrupción en sus servicios de suministro eléctrico y usted debe continuar pagando su factura de «UTILITY_NAME» de manera normal y llamar a «UTILITY_NAME» en caso de una interrupción o emergencia, tal como lo hace hoy. Usted puede rechazar la cesión a Major Energy de acuerdo con las disposiciones de cancelación de su contrato actual con Spring, comunicándose con Spring al número de teléfono que aparece abajo. Si decide no ceder su contrato, usted volverá al servicio por defecto de su compañía de distribución eléctrica local, a menos que se inscriba con Major Energy u otro proveedor. El mismo soporte y servicio de calidad al que está acostumbrado con Spring continuará con Major Energy.

Según lo establecido en su contrato actual con Spring, si usted tiene un plan de tarifa fija con Spring, su servicio continuará con la misma tarifa fija y los mismos términos hasta el final de la duración de su contrato o hasta la cancelación de su servicio de suministro. Posteriormente, recibirá información sobre sus opciones de renovación. Si actualmente recibe servicio bajo una tarifa variable con Spring, su servicio continuará bajo un plan de tarifa variable con Major Energy. Usted también puede comunicarse con Major Energy directamente para conocer qué otras opciones están disponibles para usted, incluyendo nuevas opciones con Major Energy cuando expire su contrato, y para conocer las tarifas variables históricas y actuales.

Si tiene alguna pregunta sobre la transferencia del servicio, comuníquese con Spring antes del «Last Date to Call». Para su comodidad, la información de contacto de ambas compañías se muestra a continuación. Le agradecemos la oportunidad de haberle servido y confiamos en que disfrutará de su nuevo servicio con Major Energy.

Atentamente,

Richard Booth
Presidente de Operaciones Minoristas
Spring Energy RRH, LLC d/b/a Spring Power & Gas
144 N. 7th Street, #417
Brooklyn, NY 11211
Teléfono: 1-888-710-4782
Correo electrónico: info@springpowerandgas.us
Número de licencia: A-2017-2618308

Keith Maxwell
Director Ejecutivo y Presidente
Respond Power, LLC d/b/a Major Energy
12140 Wickchester Ln., Ste. 100
Houston, TX 77079
Teléfono: 1-888-625-6760
Correo electrónico: customercare@majorenergy.com
Centro de atención telefónica: lunes a viernes: 9:00 a.m.–5:00 p.m. hora del Este (EST)
Número de licencia: A-2010-2163898

Preguntas Frecuentes

¿Se interrumpirá mi servicio de suministro eléctrico?

No, esta transferencia no causará una interrupción en sus servicios de suministro eléctrico y usted debe continuar pagando su factura de «UTILITY_NAME» de manera normal.

¿A quién debo llamar en caso de una interrupción o emergencia?

Su compañía de servicios públicos no ha cambiado; debe llamar a «UTILITY_NAME» ante cualquier interrupción o emergencia, tal como lo hace hoy.

¿Cambiará mi tarifa actual?

Si usted tiene un plan de tarifa fija con Spring, su servicio continuará con la misma tarifa fija hasta el final del plazo de su contrato actual o hasta la cancelación del servicio. Si actualmente recibe servicio bajo una tarifa variable con Spring, su servicio continuará bajo un plan de tarifa variable. Después del «Last Date to Call» también puede comunicarse con Major Energy directamente para conocer qué otras opciones están disponibles cuando expire su contrato.

¿Cambiará mi ciclo de lectura del medidor o los cargos de la compañía de servicios públicos?

No, usted continuará recibiendo su factura de «UTILITY_NAME» tal como siempre lo ha hecho. El único cambio es que Major Energy ahora aparecerá como el Proveedor.

¿Qué sucederá con mi contrato / acuerdo con Spring?

La cesión del contrato está permitida según los términos y condiciones de su acuerdo con Spring. Major Energy respetará sus acuerdos actuales con Spring, por lo que no habrá cambios en sus términos o condiciones hasta la fecha de finalización del contrato. Si usted es cliente de Spring con un Plan de Tarifa Variable, su servicio continuará bajo un plan de tarifa variable. También podrá optar por renovar a un plan de tarifa fija con Major Energy.

Mi contrato estaba por expirar con Spring, ¿qué significa esto para mí?

Si el contrato expira antes de la fecha de vigencia de su transferencia, su servicio continuará bajo la tarifa variable de Spring, a menos que elija una nueva tarifa fija con Major Energy. Si su contrato expira después de la fecha de vigencia de su transferencia, comuníquese con Major Energy para conocer sus ofertas de planes actuales.

¿Necesito hacer algo para cambiarme a Major Energy?

No, no necesitará hacer nada. Haremos que esta transición sea lo más fluida posible para usted. De acuerdo con su contrato actual con Spring, estamos cediendo su servicio de suministro eléctrico a Major Energy, otro Proveedor autorizado por la Comisión de Servicios Públicos de Pensilvania.

¿Cuándo puedo esperar que Major Energy se convierta oficialmente en mi Proveedor?

Spring cederá su servicio de suministro eléctrico a Major Energy, otro Proveedor autorizado por la Comisión de Servicios Públicos de Pensilvania, con vigencia aproximadamente el «Reassignment Date».

¿Necesitaré inscribirme con Major Energy o pasar por una verificación de crédito nuevamente?

No, Major Energy le da la bienvenida como cliente de una manera clara y sin complicaciones.

¿Cómo sabré cuándo he comenzado a recibir servicios con Major Energy?

Major Energy aparecerá como su Proveedor en la sección de Suministro de Energía de su factura de servicios públicos.

¿Podré optar por no realizar el cambio a Major Energy?

Usted puede optar por no realizar el cambio a Major Energy solicitando volver a «UTILITY_NAME» o cambiarse a otro Proveedor mientras esté activo con Spring. Si decide no transferir su cuenta a Major Energy, no se le cobrará ningún cargo por terminación anticipada.

¿Con quién debo comunicarme si tengo preguntas?

Si tiene alguna pregunta sobre la transferencia del servicio, comuníquese con Spring.

Teléfono: 1-888-710-4782

Correo electrónico: info@springpowerandgas.us

Horario del Centro de Atención Telefónica: Lunes a viernes: 9:00 a.m. – 6:00 p.m. hora del Este (EST)

¿Cómo puedo obtener más información sobre Major Energy como mi nuevo Proveedor?

Visite Major Energy en línea en www.majorenergy.com.

Si tiene preguntas o inquietudes que no pueda resolver, puede comunicarse con la Comisión de Servicios Públicos de Pensilvania al 1-800-692-7380 o www.puc.pa.gov, o con la Oficina del Defensor del Consumidor al 1-800-684-6560.

ATTACHMENT E

Documentation showing Spring Energy's compliance with the AEPS obligation.

Major Energy received its compliance obligation notice on July 14, 2026, and the settlement process is currently underway. Upon completion, Major Energy will supplement this notice to confirm its compliance.

DATE OF DEPOSIT

JUL 23 2026

**PA Public Utility Commission
Secretary's Bureau**



**PENNSYLVANIA ALTERNATIVE
ENERGY CREDIT PROGRAM**

*Via Email to: Spring Energy RRH, LLC (Spring) (DavidChesnick@rrhenergy.us,
MichaelLordi@rrhenergy.us, LindsayKreppel@rrhenergy.us)*

August 28, 2025

Dear Pennsylvania Electric Supplier:

This letter is to inform you that Spring Energy RRH, LLC (Spring) has met the non-solar Tier I, solar Tier I and Tier II AEC retirement requirements for energy year 2025.

If you have any questions regarding this letter please contact InCline, the Pennsylvania AEPS Administrator, at customerservice@pennaeps.com or by phone at 877-333-0573.

Best,

Pennsylvania AEPS Administration Team

ATTACHMENT F

Documentation showing compliance with the Commission's required annual fees and supplemental annual fees.

DATE OF DEPOSIT

JUL 23 2026

**PA Public Utility Commission
Secretary's Bureau**



[EXTERNAL] RE: [External] Required Filing Documentation Request- Major Energy Electric Services, LLC and Major Energy Services, LLC

From PC,PUCAssessments <RA-PCPUCASSESSMENTS@pa.gov>
Date Mon 7/20/2026 11:12 AM
To Keenia Joseph <kejoseph@sparkenergy.com>

Good morning,

Both accounts do not have any outstanding balances owed.

Thank you,
Assessments Section

From: Keenia Joseph <kejoseph@sparkenergy.com>
Sent: Friday, July 17, 2026 1:02 PM
To: PC,PUCAssessments <RA-PCPUCASSESSMENTS@pa.gov>
Cc: RegulatoryMatters <regulatorymatters@sparkenergy.com>
Subject: [External] Required Filing Documentation Request- Major Energy Electric Services, LLC and Major Energy Services, LLC

ATTENTION: This email message is from an external sender. Do not open attachments or click links from unknown senders. To report suspicious email, use the [Report Phish button](#) in Outlook.

Good Afternoon,

We are in the process of completing a customer assignment and will be submitting the required notice to the Commission. As part of that process, could you please provide documentation confirming compliance with the Commission's required annual and supplemental annual fees for the below two suppliers? An email confirming that the fees have been paid is sufficient.

Supplier Names:

- Major Energy Electric Services, LLC
- Major Energy Services, LLC

If at all possible, please provide by Monday, July 20, 2026. Thank you for your attention to this request.

Regards,

Keenia Joseph
Senior Director of Regulatory Affairs and Compliance

O: 713-600-2665 | F: 832-320-2971

12140 Wickchester Ln Ste 100, Houston, TX 77079

kejoseph@sparkenergy.com | www.sparkenergy.com



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From: PC,PUCAssessments
To: Lindsay Kreppel
Subject: RE: [External] Spring Energy RRH, LLC d/b/a Spring Power & Gas- Confirmation of Compliance with PUC assessments
Date: Friday, July 17, 2026 1:47:35 PM
Attachments: image001.png

Good afternoon,

There are no outstanding balances owed.

Thank you,
Assessments Section

From: Lindsay Kreppel <LindsayKreppel@rrhenergy.us>
Sent: Thursday, July 16, 2026 3:46 PM
To: PC,PUCAssessments <RA-PCPUCASSESSMENTS@pa.gov>
Subject: [External] Spring Energy RRH, LLC d/b/a Spring Power & Gas- Confirmation of Compliance with PUC assessments

ATTENTION: This email message is from an external sender. Do not open attachments or click links from unknown senders. To report suspicious email, use the [Report Phish button](#) in Outlook.

Hi,

I am the Director of Regulatory and Compliance with Spring Energy RRH, LLC d/b/a Spring Power & Gas ("Spring"), a licensed Electric Generation Supplier. I am writing to request confirmation from the Bureau of Administration that Spring is current on all of its PUC fees and assessments. Kindly respond to this email and confirm that Spring is in compliance. If Spring is not in compliance, please let me know what amounts remain unpaid and I will ensure that payment is made immediately. Thank you and feel free to contact me if you have any questions or need any additional information.

Regards,

Lindsay

Lindsay Kreppel Crossett

Director of Regulatory and Compliance



RRH Brands: Kiwi Energy and Spring Power & Gas

144 N. 7th Street, #417

Brooklyn, NY 11211

Office: 646-844-6144
Mobile: 716-397-7904

ORIGIN ID: NOIA (845) 239-6892
HEATHER MCGUINNESS

12140 WICKCHESTER LANE
SUITE 100
HOUSTON, TX 77079
UNITED STATES US

SHIP DATE: 23JUL26
ACTWGT: 1.00 LB
CAD: 265120887/INET4535

BILL SENDER

TO ROSEMARY CHIAVETTA, SECRETARY
PA PUBLIC UTILITY COMMISSION
400 NORTH STREET

HARRISBURG PA 17120

(346) 291-2386

REF:

INV:

PO:

DEPT:



FedEx
Express



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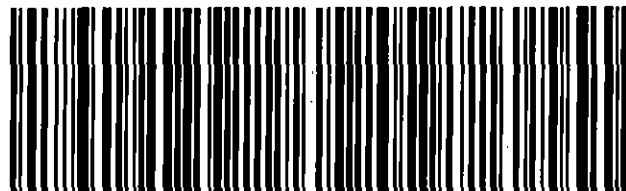
TUE - 28 JUL 5:00P
EXPRESS SAVER

TRK# 8748 0702 7420
0201

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PA-US MDT



RECEIVED

JUL 27 2026

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

58KJ7E3E4484B

After printing this label:
CONSIGNEE COPY - PLEASE PLACE IN FRONT OF POUCH
1. Fold the printed page along the horizontal line.
2. Place label in shipping pouch and affix it to your shipment

Use of this system constitutes your agreement to the service conditions in the current FedEx Service Guide, available on fedex.com. FedEx will not be responsible for any claim in excess of \$100 per package, whether the result of loss, damage, delay, non-delivery, misdelivery, or misinformation, unless you declare a higher value, pay an additional charge, document your actual loss and file a timely claim. Limitations found in the current FedEx Service Guide apply. Your right to recover from FedEx for any loss, including intrinsic value of the package, loss of sales, income interest, profit, attorney's fees, costs, and other forms of damage whether direct, incidental, consequential, or special is limited to the greater of \$100 or the authorized declared value. Recovery cannot exceed actual documented loss. Maximum for items of extraordinary value is \$1,000, e.g. jewelry, precious metals, negotiable instruments and other items listed in our Service Guide. Written claims must be filed within strict time limits, see current FedEx Service Guide.