



2019 Year-End Holiday Season Service Guarantee Modifications

UPS Air and International Air

UPS Air and international Air* packages picked up or delivered within the United States are guaranteed throughout the holiday season.

Commitment times for Air and international Air packages scheduled for delivery Nov. 29, Dec. 16-24, and Dec. 31 will be extended as follows: UPS Next Day Air® Early and UPS Worldwide Express Plus® services will be extended by 90 minutes and all other Air and international Air services will be extended to end-of-day.

A **limited** number of UPS 2nd Day Air® packages tendered Dec. 16-18 and UPS 3 Day Select® packages tendered Dec. 16-17, and with certain origins and destinations, may require an additional day in transit. The most up-to-date transit time details will be available at ups.com/ctc at the time of shipping.

UPS® Ground and UPS® Standard

The UPS Service Guarantee is suspended for all UPS® Ground shipments, including shipments to and from AK, HI, and PR, picked up or scheduled for delivery Dec. 2-Dec. 24. From Nov. 25-Dec. 27, a **limited** number of UPS® Ground and UPS® Standard packages, with transit times of three or more days, and with certain origins and destinations, will require additional time in transit.

The most up-to-date transit time details will be available at ups.com/ctc at the time of shipping.

Time-in-transit notes

On UPS holidays — Nov. 28, Dec. 25, and Jan. 1 — there is no movement of any packages tendered to UPS, regardless of the date of tender.

UPS Express Critical® service is available for urgent packages every day of the year, including UPS holidays. Call 1-800-714-8779 or visit upsexpresscritical.com.

UPS® Freight

The UPS Freight No-Fee Guarantee will be suspended Monday, December 16, 2019 through Friday, December 27, 2019.

UPS Freight® LTL Guaranteed, UPS Freight® LTL Guaranteed AM and UPS Freight® LTL Urgent are still available during this time period.