

SERVICE GUARANTEES

Shippers should be aware that there are special rules that apply to most service guarantees during the Christmas holiday season. Unless you have requested alternative language the following will apply to your shipments.

UPS does not guarantee ground shipments that are “picked up or scheduled to be delivered during the period December 1 through December 31.” That means anything shipped after Monday, November 24th is not eligible for guaranteed service refunds.

[FedEx guarantees do not apply](#) if the package was tendered for transportation during the 14 calendar days before Christmas. That means anything shipped after December 10th is not eligible for refund if delivered late.