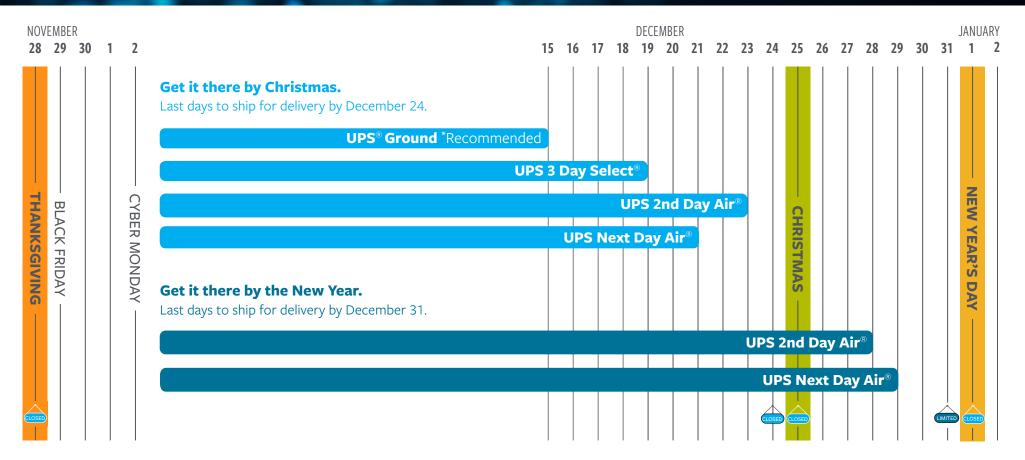


# The holidays can be hectic; holiday shipping doesn't have to be.





UPS and Worldwide Express observed holiday



Worldwide Express will have a limited schedule



# **Suspension of Service Guarantees**

Currently, the Service Guarantee is in effect for select Air and International services but is otherwise suspended. We remain committed to providing the excellent service that customers have come to expect. For further details on the Service Guarantee, visit <a href="UPS Service Guarantee">UPS - United States</a>.

If changes to delivery times or shipment times-in-transit are made, these will be reflected in all UPS shipping, tracking, and package management systems. The most up-to-date transit times are available at <a href="https://ups.com/ctc">ups.com/ctc</a> at the time of shipping.

## **Demand Surcharges**

To learn more about Demand Surcharges (also referred to as Peak Surcharges) and when they apply, visit <a href="mailto:ups.com/peaksurcharges">ups.com/peaksurcharges</a>.

# For assistance, reach out to your local Worldwide Express account representative.

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### **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 (now provided by MNX) is available for urgent packages every day of the year, including UPS holidays. Call 1-800-714-8779 or visit <a href="max.com">mnx.com</a>.

\*Given current capacity constraints, it is recommended to ship Ground packages as early as possible. This is only a recommended date; refer to <a href="mailto:ups.com/ctc">ups.com/ctc</a> for the most up-to-date information.