



UPS Service Guarantee

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Impact of the Coronavirus on our Service Guarantee.

(as of March 26, 2020)

Within the U.S., UPS is designated among the government's [critical infrastructure](#) and, therefore, continues to operate. The Novel Coronavirus pandemic has created unprecedented complexities, which have required us to constantly reassess our operations. Our highest priority is to help ensure the health and safety of our employees, customers, and suppliers.

Suspension of Service Guarantee

Effective March 26, 2020 and until further notice, we have suspended the UPS Service Guarantee for all shipments from any origin to any destination. For all U.S. origin shipments, the Service Guarantee suspension became effective as of March 24, 2020.

As the effects of the Coronavirus impact our infrastructure, we will continue to seek guidance from local, state, and national government entities to ensure that we fully align with their regulations. We are committed to continue operating globally except where constrained by government restrictions.

Changes to Commitment Times

Delivery times for UPS Next Day Air Saver® and UPS 2nd Day Air A.M.® services scheduled for delivery on or after March 30, 2020 will be extended to end-of-day until further notice. In addition, the UPS Service Guarantee continues to be suspended for all shipments until further notice.

Prior to shipping, please check to see if the recipient's location is open, since many some businesses' hours may have changed either due to local restrictions or at the business's discretion. We will make three routine delivery attempts* before returning a package to the sender. Please continue to visit this site for the most up-to-date information regarding the impact of Coronavirus on UPS services.

*Where three routine delivery attempts do not coincide with a recipient's adjusted (e.g., shortened, or weekend-only) business hours, the package will be returned to sender.

For your convenience, The UPS Store and UPS Access Point locations all provide access to your vital deliveries. Where available, you can sign up for free [UPS My Choice](#) which enables you to provide more specific delivery instructions such as where to leave deliveries, or redirect deliveries to another location, and also provides you with the ability to receive delivery notifications.

Service guarantees are subject to change. For further details, see the [UPS Tariff/Terms and Conditions](#).

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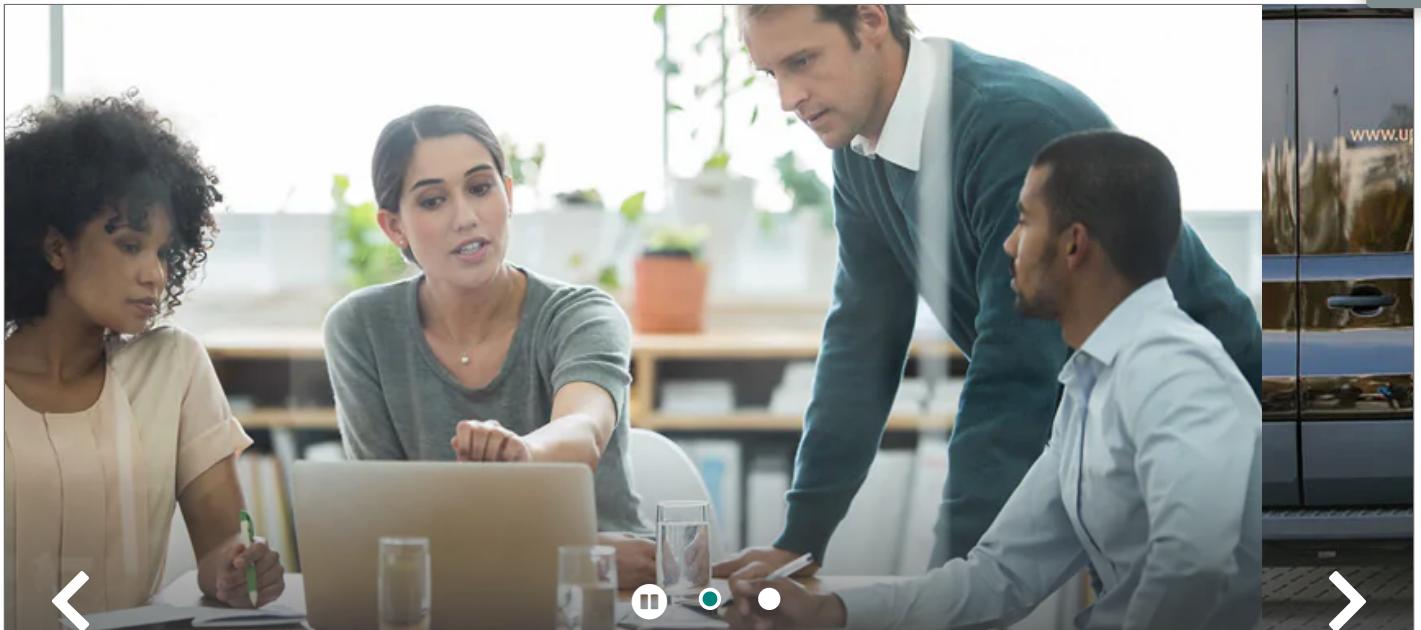
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Feedback





Service Impact of COVID-19

Service Impact of COVID-19 Containment Measures in United States (as of March 23, 2020)

FedEx is an essential business

Due to the crucial role we play in moving supply chains and delivering critical relief, FedEx is considered an essential business and may continue to operate under state of emergency and shelter in place orders recently issued in the U.S.

We have been and will continue to operate to and from impacted areas as local conditions and restrictions allow. Our FedEx Office retail locations are also providing vital access points to our global network, hold locations for redirected shipments and urgent printing support for government agencies and customers. The safety and well-being of our 475,000 team members is our top priority as they continue to deliver critical goods and services to support communities across the globe.

Prior to shipping, please check to see if your recipient is open, as many commercial businesses are now closed. In the event a business is closed, we will follow our current operating procedures to attempt to complete delivery at a later time. If your business recipient is unable to receive a package at their normal business address, our Hold at Location option is available to over 14,000 locations including FedEx Office and Walgreens locations. Select Hold when preparing the shipment. We'll continue to evaluate our processes as this dynamic situation evolves. Please [visit this site](#) for more information on the FedEx response to COVID-19.

Global Suspension of Money Back Guarantee

The impact of COVID-19 is causing local, state, and national governments around the world to issue work and travel restrictions on a daily basis which are impacting our ability to meet our high standards of service.

As a result, we have made the decision to suspend our money-back guarantee for all FedEx Express, FedEx Ground, FedEx Freight and FedEx Office services effective immediately until further notice. Because FedEx is an essential transportation service provider, we will continue operating as government restrictions and regulations allow.

Signature Suspension Notification

To help promote the safety of our employees and customers, FedEx's Signature guidelines are being temporarily adjusted for all shipments within the United States, with the exception of Adult Signature Required (ASR) shipments. In efforts to minimize physical interactions, customers may be asked to verify recipient name in lieu of a physical signature. FedEx is still collecting recipient information; therefore, surcharges for these services will continue to be assessed. For shipments with the adult signature service option selected, couriers will still request a physical signature and require a government issued photo ID.

- 1 - Except Select Shipments for Relief Efforts
- 2 – Delays may occur due to increased volume

Service Impact of COVID-19 Containment Measures in China (as of March 19, 2020)

City	Pick Up and Delivery (International Express, TNT, and China Domestic Express)
Wuhan	Temporary Service Suspension (1)

Service Adjustments Related to COVID-19 Containment Measures for Shipments in APAC (Outside China) (as of March 19, 2020)

The transit time for select FedEx Express shipments from the below origins will be temporarily adjusted as per the table below.

Temporary Service Suspension:

Origins	Destination	Affected Services	Affected Shipments	Service Impact
<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> Mongolia Philippines 	All Services	All Commodities	Temporary service suspension
<ul style="list-style-type: none"> Mongolia Philippines 	<ul style="list-style-type: none"> Worldwide 			

Transit Time Extension:

Origins	Destinations	Affected Services	Commodities	Additional transit time (Business Days)
<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> Guam Palau Marshall Islands Micronesia Northern Mariana (Saipan) 	<ul style="list-style-type: none"> FedEx International Priority (IP) FedEx International Economy (IE) 	All Commodities	1
	Indonesia, except for: <ul style="list-style-type: none"> Balik Papan Batam Medan 			1
Indonesia except for: <ul style="list-style-type: none"> Balik Papan Batam Medan 	<ul style="list-style-type: none"> Canada Latin America U.S. 			1
<ul style="list-style-type: none"> Hong Kong SAR 	<ul style="list-style-type: none"> U.S. Canada Latin America 	<ul style="list-style-type: none"> FedEx International Economy (IE) 	All Commodities	3

1 - Except Select Shipments for Relief Efforts

2 - Delays may occur due to increased volume

		<ul style="list-style-type: none"> FedEx International Economy Freight (IEF) 		
<ul style="list-style-type: none"> U.S. Canada Latin America 	<ul style="list-style-type: none"> Hong Kong SAR 	FedEx International Priority Freight (IPF)	All Commodities	1
		FedEx International Economy Freight (IEF)		2
<ul style="list-style-type: none"> Europe 	<ul style="list-style-type: none"> Hong Kong SAR 	FedEx International Priority Freight (IPF)	All Commodities	1
		FedEx International Economy Freight (IEF)		3

Service Adjustments Related to COVID-19 Containment Measures for Shipments from APAC (China)

(as of March 19, 2020)

The transit time for select FedEx Express shipments from the below origins will be temporarily adjusted as per the table below.

Temporary Service Suspension:

Origins	Destination	Affected Services	Affected Shipments	Service Impact
<ul style="list-style-type: none"> China / Hong Kong 	<ul style="list-style-type: none"> U.S. 	<ul style="list-style-type: none"> FedEx International Economy (IE) 	Temporary service suspension of all bookable shipments above 300kg each	Temporary service suspension
		<ul style="list-style-type: none"> FedEx International Economy Freight (IEF) 	Temporary service suspension of all bookable shipments	

Transit Time Extension:

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
<ul style="list-style-type: none"> China / Hong Kong 	<ul style="list-style-type: none"> U.S. 	<ul style="list-style-type: none"> FedEx International Economy (IE) FedEx International Economy Freight (IEF) 	3

1 - Except Select Shipments for Relief Efforts

2 - Delays may occur due to increased volume

Service Adjustments Related to COVID-19 Containment Measures for Shipments from the U.S., Canada, Latin America, Europe, and MEISA

(as of March 19, 2020)

The transit time for select FedEx Express shipments from the below origins will be temporarily adjusted as per the table below.

Temporary Service Suspension:

Origins	Destination	Affected Services	Affected Shipments	Service Impact
<ul style="list-style-type: none"> Europe (except United Kingdom) 	<ul style="list-style-type: none"> U.S. Canada LAC 	<ul style="list-style-type: none"> FedEx International Economy Heavy-Weight (IEHW) 	Total International Economy shipments should not exceed 1,000kg maximum volume per customer, per day (actual weight)	<ul style="list-style-type: none"> Temporary service suspension
		<ul style="list-style-type: none"> FedEx International Economy Freight (IEF) 		
		<ul style="list-style-type: none"> TNT Economy Express 		

Transit Time Extension:

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
<ul style="list-style-type: none"> U.S. Canada Latin America 	<ul style="list-style-type: none"> China / Hong Kong 	<ul style="list-style-type: none"> FedEx International Priority Freight (IPF) 	1
		<ul style="list-style-type: none"> FedEx International Economy Freight (IEF) 	2
	<ul style="list-style-type: none"> Europe (including UK) Middle East India Africa 	<ul style="list-style-type: none"> FedEx International Priority (IP) FedEx International Priority Freight (IPF) FedEx International Priority Direct Distribution (IPD) 	1
		<ul style="list-style-type: none"> FedEx International Economy (IE) FedEx International Economy Freight (IEF) FedEx International Economy Direct Distribution (IED) 	2
<ul style="list-style-type: none"> Europe (except United Kingdom) 	<ul style="list-style-type: none"> U.S. Canada LAC 	<ul style="list-style-type: none"> FedEx International Priority Freight (IPF) 	1
		<ul style="list-style-type: none"> FedEx International Economy Freight (IEF) 	3

1 - Except Select Shipments for Relief Efforts

2 - Delays may occur due to increased volume

<ul style="list-style-type: none"> • Middle East • India • Africa • Europe 	<ul style="list-style-type: none"> • China / Hong Kong 	<ul style="list-style-type: none"> • FedEx International Priority Freight (IPF) 	1
		<ul style="list-style-type: none"> • FedEx International Economy Freight (IEF) 	3
<ul style="list-style-type: none"> • Worldwide 	<ul style="list-style-type: none"> • Saudi Arabia 	All Services	2
<ul style="list-style-type: none"> • Saudi Arabia 	<ul style="list-style-type: none"> • Worldwide 	All Services	2

FOR ADDITIONAL INFORMATION

- Visit fedex.com for additional service updates.
- Use fedex.com or tnt.com to check the status of your shipments.

1 - Except Select Shipments for Relief Efforts
2 - Delays may occur due to increased volume