



# 2020 Year-End Holiday Schedule for North American Air Freight



During the holiday season, the volume of shipments moved in our network surges to a yearly high, especially during U.S. Thanksgiving week, the week after U.S. Thanksgiving and the peak Christmas week, resulting in potential delays.

UPS® would like to help make it easier for you to manage your freight with our Holiday Schedule. For any questions, please contact your account executive or your local UPS Global Freight Forwarding service centre.

## U.S. THANKSGIVING

### Wednesday, November 25

Normal UPS pickup and delivery.

### Thursday, November 26

Normal UPS pickup and delivery service in Canada.  
No UPS pickup and delivery service in the U.S.\*

### Friday, November 27

Normal UPS pickup and delivery.

### Saturday, November 28

Normal UPS Saturday pickup and delivery service where available.

## CHRISTMAS

### Wednesday, December 23

Normal UPS pickup and delivery.

### Thursday, December 24

Normal UPS delivery service up to 12 p.m.  
No UPS pickup unless prearranged by Monday, Dec. 21.\*

### Friday, December 25

No UPS pickup and delivery service.\*

### Saturday, December 26

No UPS pickup and delivery service.\*

### Monday, December 28

No UPS pickup and delivery service in Canada.\*  
Normal pickup and delivery service in the U.S.

### Tuesday, December 29

Normal UPS pickup and delivery.

## NEW YEAR'S

### Wednesday, December 30

Normal UPS pickup and delivery.

### Thursday, December 31

Normal UPS delivery service up to 12 p.m.  
No UPS pickup unless prearranged by Monday, Dec. 28.\*

### Friday, January 1

No UPS pickup and delivery service.\*

### Saturday, January 2

No Saturday pickup or delivery service.\*

### Monday, January 4

Normal UPS pickup and delivery.

\*UPS Express Critical® is available for urgent air freight shipments.

**Guaranteed service refund suspension dates:** Given the large volume of shipments expected during the U.S. Thanksgiving week, the week after U.S. Thanksgiving and peak Christmas week, the guarantee is suspended for all UPS North American Air Freight shipments picked up between November 23, 2020 and January 9, 2021. Guaranteed service refund for service to Puerto Rico remains suspended due to industry capacity constraints. Certain other services are not eligible for the guaranteed service refund. See <https://www.ups.com/assets/resources/supplychain/media/air-freight-terms-and-conditions.pdf> for additional information, limitations and exclusions.

**Oversize limits and specialized air freight:** To limit service disruptions during this time, we will not accept the following North American Air Freight shipments:

- Shipments with oversized pieces (any piece longer than 120 inches, wider than 83 inches or higher than 76 inches) will not be accepted on UPS Next Day Air® Freight and UPS 2nd Day Air® Freight services.
- Shipments requiring Transportation Protective Services (Constant Surveillance Service or Signature Security Service).

**Time-in-transit notes:** On UPS holidays—November 26 (U.S. only), December 25, December 26, December 28 (Canada only), December 31, and January 1—there will be no movement of any freight tendered to UPS. As a result, shipments in transit over these holidays may have an additional day in transit time.

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1-800-714-8779  
[upsexpresscritical.com](http://upsexpresscritical.com)