



2018 Year-End Holiday Schedule



IMPORTANT NOTICE:

UPS® Canada makes every effort to process the additional volume during its peak period, including working with customers to anticipate future increases. Despite the measures taken by UPS to comply with the dates and times of delivery, delays may occur due to unforeseen weather conditions or additional volume related to rotating postal strike.

CHRISTMAS

Thursday, December 20, 2018

Pickup and delivery available for all services.*

This is the last day to ship UPS Expedited® packages for delivery by Monday December 24.**

Friday, December 21, 2018

Pickup and delivery available for all services.*

This is the last day to ship UPS Express® Early, UPS Express and UPS Express Saver® packages for delivery by Monday, December 24.***

Saturday, December 22, 2018

Normal Saturday service available.

Sunday, December 23, 2018

No UPS Pickup or delivery service.†

Monday, December 24, 2018

Delivery service available for all services.*

Pickup of UPS Express services, UPS Expedited and UPS 3 Day Select® shipments only.

Shipments normally delivered in one business day within Canada will be delivered on Thursday, December 27.

Tuesday, December 25, 2018

No UPS Pickup or delivery service.†

NEW YEAR'S

Wednesday, December 26, 2018

No UPS Pickup or delivery service.†

Thursday, December 27, 2018

Pickup and delivery available for all services.*

Friday, December 28, 2018

Pickup and delivery available for all services.*

Saturday, December 29, 2018

Normal Saturday service available.

Sunday, December 30, 2018

No UPS Pickup or delivery service.†

Monday, December 31, 2018

Delivery of UPS Air and International Air packages only.‡

Pickup of UPS Express services, UPS Expedited and UPS 3 Day Select Shipments only.

Shipments normally delivered in one business day within Canada will be delivered on Wednesday, January 2.

Tuesday, January 1, 2019

No UPS Pickup or delivery service.†

Wednesday, January 2, 2019

Pickup and delivery available for all services.*

Additional Time in Transit

From November 19 to December 28, a limited number of UPS Standard shipments, with transit times of three or more days, and with specific origins and destinations to and from the United States, will require an additional day in transit. For the most up to date time in transit information visit the Calculate Time and Cost tool on ups.com at the time of shipping.

UPS Service Guarantee

The on-time delivery guarantee is suspended on UPS Standard shipments

within Canada and to and from the United States picked up or scheduled for delivery November 26 to December 31.

The delivery commit time for UPS Worldwide Express Plus and UPS Express Early will be extended by 90 minutes and the delivery commit time for UPS Worldwide Express, UPS Express and UPS Express Saver will be extended to end-of-day for:

- Shipments scheduled for delivery in Canada November 19 to December 31.
- Shipments to the United States scheduled for delivery November 23, and December 17 to December 31.

* References to "all services" in the schedule above include the following UPS service options: UPS Express Early, UPS Express, UPS Express Saver, UPS Expedited, UPS Standard®, UPS Worldwide Express Plus™, UPS Worldwide Express™, UPS Worldwide Express Saver®, UPS Worldwide Expedited™, UPS 3 Day Select and UPS Worldwide Express Freight®.

** For origin and destination combinations normally delivered in two business days.

*** For origin and destination combinations normally delivered in one business day.

† UPS Express Critical® is available for urgent shipments 365 days a year. Call 1-800-714-8779 or visit www.upsexpresscritical.com.

‡ References to "Air and International Air" in the schedule above include the following UPS service options: UPS Express Early, UPS Express, UPS Express Saver, UPS Expedited, UPS Worldwide Express Plus™, UPS Worldwide Express™, UPS Worldwide Express Saver®, UPS Worldwide Expedited™, and UPS Worldwide Express Freight®.