

# UPS Service Guarantee

## **Impact of the Coronavirus on our Service Guarantee**

UPS 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 (also referred to as the UPS Money Back Guarantee) for all shipments from any origin to any destination. As the effects of the Coronavirus impact our infrastructure, we will continue to seek guidance from local 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.

**Prior to shipping**, please check to see if your recipient's location is open, since business opening hours may have changed due to local restrictions. If the location is closed, we may return the 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.

For your convenience, where available, UPS Access Point locations all provide access to your vital deliveries. Also 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.