

2018 - 2019 HOLIDAY SCHEDULE

*Happy Holidays! Below you'll find our holiday schedules from now through New Year's Day. Please contact **Customer Service** if you have any questions.*

EXTENDED SEASONAL CUSTOMER SERVICE HOURS

Now through Thursday, December 20, Customer Service will be available from 8:30am-7:00pm EST Mondays through Thursdays, and Fridays from 8:30am-6:00pm EST.

At least one Customer Service Representative will be available for phone and **email** based support until 7:00pm EST on Mondays-Thursdays, and 6:00pm EST on Fridays during this time period. As always, if you leave a voicemail during business hours, your call will be returned within 30 minutes.

Standard Customer Service hours (8:30am-5:30pm EST Mondays through Fridays) will resume on **Friday, December 21**.

VETERAN'S DAY 2018 OBSERVED BY USPS ON MONDAY, 11/12

Veteran's Day (Sunday, November 11) will be observed by USPS on Monday, November 12.

Shipping & Delivery Schedule Changes

- There will be **no** pickups or deliveries for **USPS** packages on **Monday, November 12** in observance of Veteran's Day.
- Orders scheduled to ship on Monday, November 12 via USPS First Class Mail or USPS Priority Mail will ship out on Tuesday, November 13.
- USPS packages that are due to be delivered on Monday, November 12 will be delivered on Tuesday, November 13.
- UPS will still operate as usual on this day.
- Please keep this in mind for any deadlines you might have around this date. View the full list of USPS 2018 Postal Holidays [here](#).

OVERVIEW OF UPS HOLIDAY SCHEDULE CHANGES

Ground & 3 Day Select: Additional Time in Transit from November 19-December 28

From Monday, November 19 to Friday, December 28, a limited number of **UPS Ground** and **3 Day Select** shipments with transit times of three or more days, and with specific destinations will require **an additional day in transit**.

Use UPS's **Ground Inquiry Tool** to determine whether your shipment will be impacted by the time in transit change. For the "Ship From" information, select "United States" and enter "23220" as the **origin postal code** for packages shipping from us here at Richmond Pro Lab.

Ground & 3 Day Select: Delivery Times Not Guaranteed from November 26-December 24

The transit and delivery times for **UPS Ground** and **3 Day Select** shipments are **not** guaranteed by UPS between **November 26-December 24**.

If you need to receive a package by a specific date and/or time, you may want to choose UPS 2nd Day or Next Day Air.

2nd Day & Next Day Air Shipments: Delivery Time Delays on November 23 & December 17-22, 24, & 31

UPS has extended the delivery times for **Air** packages scheduled for delivery on the following dates: **November 23 and December 17-22, 24, and 31**. Delivery times will be extended as follows:

- **UPS Next Day Air Early** delivery will be extended by **90 minutes**.
- All other Air services (**Next Day Air Saver, 2nd Day Air**, etc.) will be extended to **end of day delivery**.

2nd Day Air: Additional Time in Transit from December 17-19

All **UPS 2nd Day Air** shipments shipped between **Monday, December 17 and Wednesday, December 19** will require **an additional day in transit**.

Thursday, December 20 will be the last day to ship packages via **UPS 2nd Day Air** to have them arrive before Christmas (on Monday, December 24).

Any packages shipped via **UPS 2nd Day Air** on Friday, December 21 will **not** be delivered until after Christmas, on Wednesday, December 26.

3 Day Select: Additional Time in Transit from December 17-18

All UPS 3 Day Select shipments shipped between **Monday, December 17** and **Tuesday, December 18** will require an **additional day in transit**.

Tuesday, December 18 will be the last day to ship packages via **UPS 3 Day Select** to have them arrive before Christmas (on Monday, December 24).

Any packages shipped via UPS 3 Day Select on Wednesday, December 19 will **not** be delivered until after Christmas, on Wednesday, December 26.

Any other changes to shipping and/or delivery schedules for any of our shipping carriers are outlined below under each holiday's section below.

THANKSGIVING

CUSTOMER SERVICE SCHEDULE CHANGES

Our offices will be closed on Thursday, November 22. Extended seasonal hours (8:30am-6:00pm EST) resume Friday, November 23.

PRODUCTION SCHEDULE CHANGES

Orders sent in **past cutoff time** (7:00pm EST for orders containing Lab Corrected Prints or Competition Prints; 11:00pm EST for all other orders) on Wednesday, November 21 will be printed on Sunday night, November 25, and will then follow a normal in-lab turnaround time.

SHIPPING & DELIVERY SCHEDULE CHANGES

TUESDAY, NOVEMBER 20:

Packages shipped on this day with UPS 2nd Day Air will be delivered on Friday, November 23.

WEDNESDAY, NOVEMBER 21:

Packages shipped on this day with UPS Next Day Air will be delivered on Friday, November 23.

Packages shipped on this day with UPS 2nd Day Air will be delivered on Monday, November 26.

THURSDAY, NOVEMBER 22 (Thanksgiving Day):

No shipments or deliveries on this day for any shipping carrier.

FRIDAY, NOVEMBER 23:

All orders due to be shipped or delivered on this day **will** ship out and/or be delivered for all carriers and shipping methods. This includes all orders shipped via UPS and USPS, as well as deliveries to local customers or retail stores via courier.

CHRISTMAS

CUSTOMER SERVICE SCHEDULE CHANGES

Our offices will be closed on Monday, December 24 and Tuesday, December 25. Normal business hours (8:30am-5:30pm EST) will resume on Wednesday, December 26.

PRODUCTION SCHEDULE CHANGES

Orders sent in **past cutoff time** (7:00pm EST for orders containing Lab Corrected Prints or Competition Prints; 11:00pm EST for all other orders) on Sunday, December 23 will be printed on Wednesday night, December 26, and will then follow a normal in-lab turnaround time.

SHIPPING & DELIVERY SCHEDULE CHANGES

MONDAY, DECEMBER 17:

Packages shipped on this day with UPS 2nd Day Air or 3 Day Select will require an additional day in transit.

TUESDAY, DECEMBER 18:

Packages shipped on this day with UPS 2nd Day Air or 3 Day Select will require an additional day in transit.

WEDNESDAY, DECEMBER 19:

Packages shipped on this day with UPS 2nd Day Air will require an additional day in transit.

Packages shipped on this day with UPS 3 Day Select will be delivered on Wednesday, December 26 (**after Christmas**).

FRIDAY, DECEMBER 21:

Packages shipped on this day with UPS 2nd Day Air will be delivered on Wednesday, December 26 (**after Christmas**).

All orders due to be shipped or delivered on this day **will** ship out and/or be delivered for all carriers and shipping methods. This includes all orders shipped via UPS and USPS, as well as deliveries to local customers or retail stores via courier.

MONDAY, DECEMBER 24 (Christmas Eve):

No orders will be shipped out on this day for any shipping carrier.

No deliveries will be made on this day to local customers and retail stores via courier.

All **USPS and UPS** packages already in transit that are due to be delivered on this day **will be delivered** as usual for all shipping methods.

TUESDAY, DECEMBER 25 (Christmas Day):

No shipments or deliveries will be made on this day for any shipping carrier.

WEDNESDAY, DECEMBER 26:

All orders due to be shipped or delivered on this day **will** ship out and/or be delivered for all carriers and shipping methods.

This includes all orders shipped via UPS and USPS, as well as deliveries to local customers or retail stores via courier.



See pages 4-6 for Christmas Deadline Recommendations.

NEW YEAR'S

CUSTOMER SERVICE SCHEDULE CHANGES

Our offices will be closed in on Tuesday, January 1.

Normal business hours (8:30am-5:30pm EST) will resume on Wednesday, January 2.

PRODUCTION SCHEDULE CHANGES

Orders sent in **past cutoff time** (7:00pm EST for orders containing Lab Corrected Prints or Competition Prints; 11:00pm EST for all other orders) on Sunday, December 30 will be printed on Tuesday night, January 1 and will then follow a normal in-lab turnaround time.

SHIPPING & DELIVERY SCHEDULE CHANGES

FRIDAY, DECEMBER 28:

Packages shipped on this day with UPS 2nd Day Air will be delivered on Wednesday, January 2.

All orders due to be shipped or delivered on this day **will** ship out and/or be delivered for all carriers and shipping methods. This includes all orders shipped via UPS and USPS, as well as deliveries to local customers or retail stores via courier.

MONDAY, DECEMBER 31 (New Year's Eve):

Packages shipped on this day with UPS Next Day Air will be delivered on Wednesday, January 2.

Packages shipped on this day with UPS 2nd Day Air will be delivered on Thursday, January 3.

UPS will **only** pick up and deliver **Air shipments** (2nd Day and Next Day Air) on this day.

UPS will **not** pick up or deliver Ground shipments (Ground or 3 Day Select) on this day.

All other orders due to be shipped or delivered on this day with USPS or to local customers and retail stores via courier **will** ship out and/or be delivered.

TUESDAY, JANUARY 1 (New Year's Day):

No shipments or deliveries will be made on this day for any shipping carrier.

WEDNESDAY, JANUARY 2:

All orders due to be shipped or delivered on this day **will** ship out and/or be delivered for all carriers and shipping methods.

This includes all orders shipped via UPS and USPS, as well as deliveries to local customers or retail stores via courier.

CHRISTMAS DEADLINE RECOMMENDATIONS 2018

Make sure everyone has a happy holiday this year! Place your orders early so that you and your customers will receive everything in time for Christmas. For delivery by **Monday, December 24** (Christmas Eve), we'll need to receive orders by the cutoff times on the dates listed below.

These suggested deadlines are based on the cutoff dates published by UPS and USPS for delivery by **Monday, December 24**.

Please note that for deliveries to local customers and/or retail stores, the last day for delivery before Christmas will be **Friday, December 21**, which is reflected in the chart below.

		ECONOMY (STANDARD)				
		USPS First Class Mail	USPS Priority Mail	UPS Ground	UPS 3 Day Select	UPS 2nd Day Air
Last Day to Ship to Receive by Monday, December 24		Thurs, Dec 20	Thurs, Dec 20	Fri, Dec 14	Tues, Dec 18	Thurs, Dec 20
In-Lab Turnaround	1 Day	Wed, Dec 19	Wed, Dec 19	Thurs, Dec 13	Mon, Dec 17	Wed, Dec 19
	2 Days	Tues, Dec 18	Tues, Dec 18	Wed, Dec 12	Sun, Dec 16	Tues, Dec 18
	3 Days	Mon, Dec 17	Mon, Dec 17	Tues, Dec 11	Thurs, Dec 13	Mon, Dec 17
	4 Days	Sun, Dec 16	Sun, Dec 16	Mon, Dec 10	Wed, Dec 12	Sun, Dec 16
	5 Days	Thurs, Dec 13	Thurs, Dec 13	Sun, Dec 9	Tues, Dec 11	Thurs, Dec 13

		ECONOMY (STANDARD) TO CANADA			
		UPS Next Day Air	Pickup (To Local Customers via Courier)	USPS First Class Mail International	USPS Priority Mail International
Last Day to Ship to Receive by Monday, December 24		Fri, Dec 21	Fri, Dec 21*	Fri, Dec 7	Fri, Dec 7
In-Lab Turnaround	1 Day	Thurs, Dec 20	Wed, Dec 19	Thurs, Dec 6	Thurs, Dec 6
	2 Days	Wed, Dec 19	Tues, Dec 18	Wed, Dec 5	Wed, Dec 5
	3 Days	Tues, Dec 18	Mon, Dec 17	Tues, Dec 4	Tues, Dec 4
	4 Days	Mon, Dec 17	Sun, Dec 16	Mon, Dec 3	Mon, Dec 3
	5 Days	Sun, Dec 16	Thurs, Dec 13	Sun, Dec 2	Sun, Dec 2

*The last day orders will be delivered to local retail stores and customers will be Friday, December 21.

CUTOFF & IN-LAB TURNAROUND TIMES

Orders must be received by the following cutoff times for the dates listed in this chart: 7:00pm EST for orders containing Lab Corrected prints and products, Competition Prints, and Digital File Return Services; 11:00pm EST for all other orders.

View our full Production Schedule and In-Lab Turnaround Time Chart [here on our website](#), or on **page 25** of our [Price Guide](#). Contact [Customer Service](#) for more information and assistance.

RUSH SERVICES

To see if rush services and/or other expedited shipping methods are available for your order, please contact [Customer Service](#).

LOCAL CUSTOMERS SELECTING "PICKUP"

For local customers, the last day for delivery via courier to your studio or our local retail stores before Christmas is **Friday, December 21**. The suggested deadlines have been adjusted accordingly to reflect this.

ECONOMY SHIPPING

Orders with Economy shipping selected will ship with either USPS First Class Mail, USPS Priority Mail, or UPS Ground, based on which shipping method is the most economical as determined by our shipping software.

Delivery times will vary between 1-5 business days, depending on the location the package is shipping to, the shipping method, and the shipping carrier.

To request a specific shipping method and/or carrier for an order, please contact [Customer Service](#).

UPS GROUND TRANSIT TIMES

The transit time for orders shipped via UPS Ground will vary between 1-5 business days, depending on the location they're shipping to.

In this chart, we've factored in **5 business days** for the transit time for UPS Ground shipments.

To determine the transit time for your UPS Ground shipment, [view this map](#).

CHECK YOUR ORDER STATUS ONLINE

Check your order status online anytime! Simply log in using your email address and password on the ["Order Status & History" section](#) of our website. Your orders will be displayed with helpful information including the current status, tracking information, and much more.

OVERVIEW OF UPS HOLIDAY SCHEDULE CHANGES

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Ground & 3 Day Select: Delivery Times Not Guaranteed from November 26-December 24

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All **UPS 3 Day Select** shipments shipped between **Monday, December 17 and Tuesday, December 18** will require an **additional day in transit**.

Tuesday, December 18 will be the last day to ship packages via **UPS 3 Day Select** to have them arrive before Christmas (on Monday, December 24).

Any packages shipped via **UPS 3 Day Select** on **Wednesday, December 19** will **not** be delivered until after Christmas, on **Wednesday, December 26**.

For more information and assistance, please contact Customer Service via **email** or phone at 800-262-0515 ext. 105. Happy Holidays!