

# 2020 - 2021 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**

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Now through Wednesday, December 23, Customer Service will be available from 8:30am-6:00pm EST Mondays through Fridays.

At least one Customer Service Representative will be available for phone and **email** based support until 6:00pm EST on Mondays-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 **Monday, December 28.**

## **VETERAN'S DAY 2020 OBSERVED BY USPS ON WEDNESDAY, 11/11**

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Veteran's Day (Wednesday, November 11) is a holiday observed by USPS.

### **Shipping & Delivery Schedule Changes**

- There will be **no** pickups or deliveries for **USPS** packages on **Wednesday, November 11** in observance of Veteran's Day.
- Orders scheduled to ship on Wednesday, November 11 via USPS First Class Mail or USPS Priority Mail will ship out on Thursday, November 12.
- USPS packages that are due to be delivered on Wednesday, November 11 will be delivered on Thursday, November 12.
- 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 2020 Postal Holidays [here](#).

## **OVERVIEW OF UPS HOLIDAY SCHEDULE CHANGES**

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### **UPS Suspension of Service Guarantee:**

As of March 26, 2020 and until further notice, UPS has suspended their service guarantee for all shipments from any origin and to any destination. View full details online [here](#).

### **UPS Air Shipments (2nd Day & Next Day Air): Delivery Time Delays:**

As of March 30, 2020, UPS has extended delivery times for Air services (Next Day Air Saver, 2nd Day Air, etc.) to end of day. This remains in effect until further notice.

### **Next Day Air Early Shipments: Delivery Time Delays on November 27, November 30-December 5, & December 19-31:**

UPS has extended the delivery times by 90 minutes for **Early Air (UPS Next Day Air Early delivery)** packages scheduled for delivery on the following dates: **November 27, November 30-December 5, and December 19-31.**

All other Air services (**Next Day Air Saver, 2nd Day Air, etc.**) remain extended to end of day delivery.

### **Only Air Services (2nd Day & Next Day Air) Available on December 31:**

UPS will **only** pick up and/or deliver Air services (2nd Day & Next Day Air) on Thursday, December 31 (New Year's Eve).

**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

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Our offices will be closed on Thursday, November 26. Extended seasonal hours (8:30am-6:00pm EST) resume Friday, November 27.

## PRODUCTION SCHEDULE CHANGES

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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 25 will be printed on Sunday night, November 29, and will then follow a normal in-lab turnaround time.

## SHIPPING & DELIVERY SCHEDULE CHANGES

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### TUESDAY, NOVEMBER 24:

Packages shipped on this day with UPS 2nd Day Air will be delivered on Friday, November 27.

### WEDNESDAY, NOVEMBER 25:

Packages shipped on this day with UPS Next Day Air will be delivered on Friday, November 27.

Packages shipped on this day with UPS 2nd Day Air will be delivered on Monday, November 30.

### THURSDAY, NOVEMBER 26 (Thanksgiving Day):

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

### FRIDAY, NOVEMBER 27:

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 to our Carytown retail store via courier.

# CHRISTMAS

## CUSTOMER SERVICE SCHEDULE CHANGES

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Our offices will be closed on Thursday, December 24 and Friday, December 25. Normal business hours (8:30am-5:30pm EST) will resume on Monday, December 28.

## PRODUCTION SCHEDULE CHANGES

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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, December 23 will be printed on Sunday night, December 27, and will then follow a normal in-lab turnaround time.

## SHIPPING & DELIVERY SCHEDULE CHANGES

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### TUESDAY, DECEMBER 22:

Packages shipped on this day with UPS 3 Day Select will be delivered on Monday, December 28 (**after Christmas**).

### WEDNESDAY, DECEMBER 23:

Packages shipped on this day with UPS 2nd Day Air will be delivered on Monday, December 28 (**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 to our Carytown retail store via courier.

#### THURSDAY, DECEMBER 24 (Christmas Eve):

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.

All orders due to be delivered to local customers to our Carytown retail store via courier **will be delivered** as usual.

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

#### FRIDAY, DECEMBER 25 (Christmas Day):

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

#### MONDAY, DECEMBER 28:

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 to our Carytown retail store via courier.



**See pages 4-5 for Christmas Deadline Recommendations.**

## NEW YEAR'S

### **CUSTOMER SERVICE SCHEDULE CHANGES**

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Our offices will be closed on Friday, January 1.

Normal business hours (8:30am-5:30pm EST) will resume on Monday, January 4.

### **PRODUCTION SCHEDULE CHANGES**

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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, December 30 will be printed on Sunday night, January 3 and will then follow a normal in-lab turnaround time.

### **SHIPPING & DELIVERY SCHEDULE CHANGES**

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#### WEDNESDAY, DECEMBER 30:

Packages shipped on this day with UPS 2nd Day Air will be delivered on Monday, January 4.

Packages shipped on this day with UPS 3 Day Select will be delivered on Tuesday, January 5.

#### THURSDAY, DECEMBER 31 (New Year's Eve):

Packages shipped on this day with UPS Next Day Air will be delivered on Monday, January 4.

Packages shipped on this day with UPS 2nd Day Air will be delivered on Tuesday, January 5.

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 to our Carytown retail store via courier **will** ship out and/or be delivered.

#### FRIDAY, JANUARY 1 (New Year's Day):

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

#### MONDAY, JANUARY 4:

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 to our Carytown retail store via courier.

## CHRISTMAS DEADLINE RECOMMENDATIONS 2020

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 **Thursday, 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 **Thursday, December 24**.

		ECONOMY (STANDARD)				
		USPS First Class Mail	USPS Priority Mail	UPS Ground	UPS 3 Day Select	UPS 2nd Day Air
<b>Last Day to Ship to Receive by Thursday, December 24</b>		Tues, Dec 15	Fri, Dec 18	Tues, Dec 15	Mon, Dec 21	Tues, Dec 22
<b>In-Lab Turnaround</b>	<b>1 Day</b>	Mon, Dec 14	Thurs, Dec 17	Mon, Dec 14	Sun, Dec 20	Mon, Dec 21
	<b>2 Days</b>	Sun, Dec 13	Wed, Dec 16	Sun, Dec 13	Thurs, Dec 17	Sun, Dec 20
	<b>3 Days</b>	Thurs, Dec 10	Tues, Dec 15	Thurs, Dec 10	Wed, Dec 16	Thurs, Dec 17
	<b>4 Days</b>	Wed, Dec 9	Mon, Dec 14	Wed, Dec 9	Tues, Dec 15	Wed, Dec 16
	<b>5 Days</b>	Tues, Dec 8	Sun, Dec 13	Tues, Dec 8	Mon, Dec 14	Tues, Dec 15

		ECONOMY (STANDARD) TO CANADA			
		UPS Next Day Air	Pickup (To Local Customers via Courier)	USPS First Class Mail International	USPS Priority Mail International
<b>Last Day to Ship to Receive by Thursday, December 24</b>		Wed, Dec 23	Thurs, Dec 24	Mon, Dec 7	Mon, Dec 7
<b>In-Lab Turnaround</b>	<b>1 Day</b>	Tues, Dec 22	Tues, Dec 22	Sun, Dec 6	Sun, Dec 6
	<b>2 Days</b>	Mon, Dec 21	Mon, Dec 21	Thurs, Dec 3	Thurs, Dec 3
	<b>3 Days</b>	Sun, Dec 20	Sun, Dec 20	Wed, Dec 2	Wed, Dec 2
	<b>4 Days</b>	Thurs, Dec 17	Thurs, Dec 17	Tues, Dec 1	Tues, Dec 1
	<b>5 Days</b>	Wed, Dec 16	Wed, Dec 16	Mon, Nov 30	Mon, Nov 30

### 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 our Carytown retail store before Christmas is **Thursday, December 24**. 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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#### Only Air Services (2nd Day & Next Day Air) Available on December 31:

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