

2024 - 2025 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.*

2024 CHRISTMAS DEADLINE

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.

Tuesday, December 10 is our recommended deadline this year for submitting orders with Economy shipping to arrive before Christmas.

Orders submitted after Tuesday, December 10 may require expedited shipping options to ensure delivery before Christmas.



See pages 4-5 for Christmas Deadline Recommendations.

EXTENDED SEASONAL CUSTOMER SERVICE HOURS

Now through Friday, December 20, Customer Service will be available from 8:30am-6:30pm EST Mondays through Fridays.

Standard Customer Service hours (8:30am-5:30pm EST Mondays through Fridays) will resume on **Monday, December 23**.

VETERAN'S DAY 2024 OBSERVED BY USPS ON MONDAY, 11/11

Veteran's Day will be observed by USPS on Monday, November 11. There will be no pickups or deliveries for USPS packages on Monday, November 11.

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 2024 Postal Holidays [here](#).

OVERVIEW OF UPS HOLIDAY SCHEDULE CHANGES

UPS Operational Adjustments & Suspension of Service Guarantee:

UPS has made several updates to their delivery commitment times and their service guarantees. View the full details of what services are impacted by these changes [here](#).

Next Day Air Early Shipments: Delivery Time Delays on November 29-December 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 29-December 31**.

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

Additional Time Required for Some 2nd Day and 3 Day Select Shipments: December 16-18:

On Monday, December 16 and Tuesday, December 17, some packages shipped with UPS 2nd Day Air or 3 Day Select may require an additional day in transit.

On Wednesday, December 18, some packages shipped with UPS 2nd Day Air may require an additional day in transit.

Additional Time Required for Some UPS Ground Shipments: November 18-January 10:

From Monday, November 18 to Friday, January 10, some UPS Ground shipments may require additional time in transit.

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 28. Extended seasonal hours (8:30am-6:30pm EST) resume Friday, November 29.

PRODUCTION SCHEDULE CHANGES

Orders sent in **past cutoff time** (7:00pm EST for orders containing Lab Corrected Prints; 11:00pm EST for all other orders) on Wednesday, November 27 will be printed on Sunday night, December 1, and will then follow a normal in-lab turnaround time.

SHIPPING & DELIVERY SCHEDULE CHANGES

TUESDAY, NOVEMBER 26:

Packages shipped on this day with UPS 2nd Day Air will be delivered on Friday, November 29.

WEDNESDAY, NOVEMBER 27:

Packages shipped on this day with UPS Next Day Air will be delivered on Friday, November 29.

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

THURSDAY, NOVEMBER 28 (Thanksgiving Day):

Our offices will be closed.

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

FRIDAY, NOVEMBER 29:

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

CHRISTMAS

CUSTOMER SERVICE SCHEDULE CHANGES

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

PRODUCTION SCHEDULE CHANGES

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

SHIPPING & DELIVERY SCHEDULE CHANGES

MONDAY, DECEMBER 16:

Some packages shipped with UPS 2nd Day Air or 3 Day Select may require an additional day in transit.

TUESDAY, DECEMBER 17:

Some packages shipped with UPS 2nd Day Air or 3 Day Select may require an additional day in transit.

WEDNESDAY, DECEMBER 18:

Some packages shipped with UPS 2nd Day Air may require an additional day in transit.

THURSDAY, DECEMBER 19:

This is the last day to ship packages with UPS 3 Day Select to arrive by Tuesday, December 24 (before Christmas).

FRIDAY, DECEMBER 20:

This is the last day to ship packages with UPS 2nd Day Air to arrive by Tuesday, December 24 (before Christmas).

MONDAY, DECEMBER 23:

This is the last day to ship packages with UPS Next Day Air to arrive by Tuesday, December 24 (before Christmas). Packages shipped on this day with UPS Ground, 3 Day Select, or 2nd Day Air will be delivered **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.

TUESDAY, DECEMBER 24 (Christmas Eve):

Our offices will be closed.

NO shipments will be made on this day for any shipping carrier.

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.

WEDNESDAY, DECEMBER 25 (Christmas Day):

Our offices will be closed.

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

THURSDAY, 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.



See pages 4-5 for Christmas Deadline Recommendations.

NEW YEAR'S

CUSTOMER SERVICE SCHEDULE CHANGES

Our offices will be closed on Wednesday, January 1. Normal business hours (8:30am-5:30pm EST) will resume on Thursday, January 2.

PRODUCTION SCHEDULE CHANGES

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

SHIPPING & DELIVERY SCHEDULE CHANGES

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

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

UPS Changes:

- UPS will have limited operations – only Air shipments (2nd Day or Next Day Air) **already in transit** will continue moving to their destination.
- **No** pickups for any UPS packages on this day. Normal UPS pickups for all shipping methods will resume Thursday, January 2.
- UPS Ground packages (Ground, 3 Day Select) already in transit will resume moving to their destination on Thursday, January 2.

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

Our offices will be closed.

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

THURSDAY, 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.

CHRISTMAS DEADLINE RECOMMENDATIONS 2024

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.

CHRISTMAS DEADLINE

Tuesday, December 10 is our recommended deadline this year for submitting orders with Economy shipping to arrive before Christmas.

Orders submitted after Tuesday, December 10 may require expedited shipping options to ensure delivery before Christmas.

PRODUCTION SCHEDULE

View our full Production Schedule and In-Lab Turnaround Time Chart [here on our website](#), or on **page 24-25** of our [Price Guide](#).

RUSH SERVICES

To see if rush services and/or other expedited shipping methods are available for your order, please submit a Rush Request form from your [Account Information page](#) or contact [Customer Service](#).

ECONOMY SHIPPING

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

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

When Economy shipping is selected, the order may take up to 3 additional business days for delivery. View more information about this below in the "Shipping Carrier Updates" section.

[View this map](#) to estimate the transit time for your UPS Ground shipments.

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

SHIPPING CARRIER UPDATES

Transit and delivery times from shipping carriers may be delayed due to staffing shortages or weather conditions.

As a result, when Economy shipping is selected, the order may take up to 3 additional business days for delivery.

View more information and details about any updates for USPS and UPS on their sites:

- USPS: <https://about.usps.com/newsroom/service-alerts/>
- UPS: <https://www.ups.com/us/en/service-alerts.page>

For additional detailed tracking information for your shipments from the shipping carriers, we suggest signing up for [UPS My Choice](#) and [Informed Delivery by USPS](#).

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.

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On Wednesday, December 18, some packages shipped with UPS 2nd Day Air may require an additional day in transit.

Additional Time Required for Some UPS Ground Shipments: November 18-January 10:

From Monday, November 18 to Saturday, January 10, some UPS Ground shipments may require additional time in transit.

For more information and assistance, please contact [Customer Service](#).