



Brown Bulletin

UPS® is committed to operating globally, except where constrained by government restrictions. 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 Small Package Service Guarantee

Effective March 26, 2020 and until further notice, we have suspended the UPS Service Guarantee for all shipments to any destination, at all service levels. As the effects of the Coronavirus impact our infrastructure, we will continue to seek guidance from local and national government entities regarding applicable regulations. Please continue to visit [ups.com's Coronavirus web page](#) for the most up-to-date information regarding the impact of Coronavirus on UPS Small Package services. **The UPS Service Guarantee is subject to change. For further details, see the [UPS Tariff/Terms and Conditions of Service](#).**

Prior to shipping Small Package, please check to see if your recipient's location is open, since business hours may have changed due to local restrictions. If the location is closed, we will hold your Small Package shipment and attempt to complete the delivery at a later date if the receiving location has indicated to UPS that it will reopen within 9 days. However, if the location is closed indefinitely, UPS will return the package to the sender.

For your convenience with Small Package services, The UPS Store® and UPS Access Point® locations can provide access to your vital deliveries. Also, you can sign up for free UPS My Choice® service 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.

Suspension of UPS Freight® Service Guarantee

In addition, effective March 27, 2020 and until further notice, UPS Freight's Service Guarantee for all Less Than Truckload services from and to all locations is suspended, with the exception of UPS Freight Urgent Services. Please continue to visit the [UPS Freight website](#) for the most up-to-date information regarding the impact of Coronavirus on UPS Freight services. **Service guarantees are subject to change. For further details, see the [UPS Freight LTL Rules Tariff](#).**

Suspension of North American Air Freight Service Guarantee

Finally, effective March 25, 2020, and until further notice, the UPS Service Guarantee is suspended for all North American Air Freight services. Please continue to visit the [UPS Supply Chain Solutions® website](#) for the most up-to-date information regarding the impact of Coronavirus on UPS Air Freight services. **Service guarantees are subject to change. For further details, see the [UPS Air Freight Terms and Conditions of Contract](#).**

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UPS® Service Guarantees Suspended

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