Impact of the Coronavirus on our Service Guarantee
Within the U.S., UPS is designated among the government’s critical infrastructure and, therefore, 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 25, 2020 and until further notice, the UPS Service Guarantee is suspended for all North American Air Freight services. As the effects of the Coronavirus impact our infrastructure, we will continue to seek guidance from local, state, and national government entities to enable us to fully align with their regulations while making efforts to meet the service levels you have come to expect. We are committed to continue operating globally except where constrained by government restrictions or other events beyond our control.

Prior to shipping
Please check to see if the recipient’s location is open, since business opening hours may have changed due to local restrictions.

Signature Acceptance Modification
To help promote the safety of our employees and customers, UPS signature guidelines are being temporarily adjusted for all shipments within the United States. Our goal is to minimize physical interactions and, therefore, customers may be asked to verify a recipient’s identity in a manner in lieu of a physical signature.

Service guarantees are subject to change. For further details, see the UPS Air Freight Terms and Conditions of Contract.