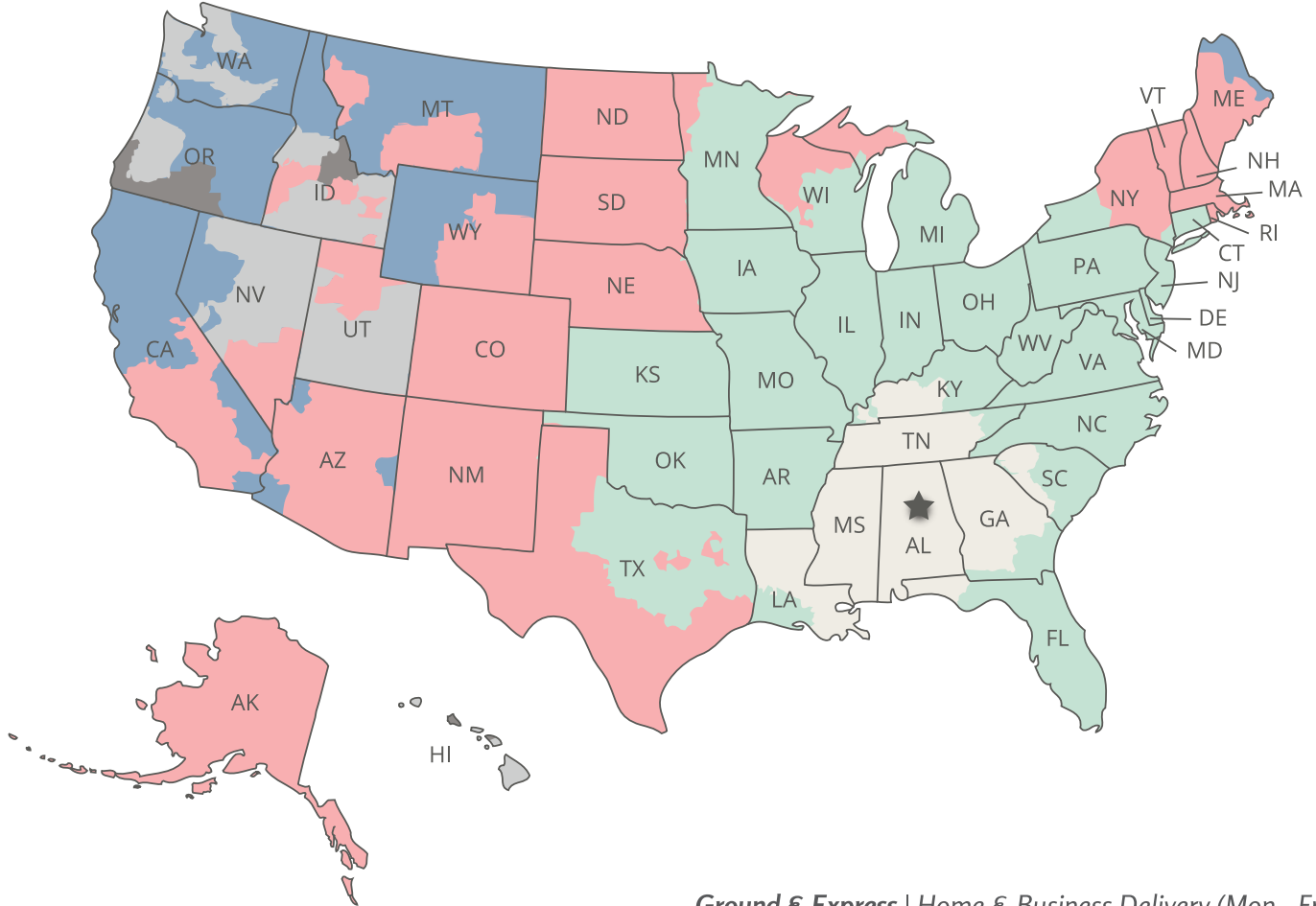




# Shipping Map

## TRANSIT DAYS : Standard Ground Shipping

1 Day 2 Day 3 Day 4 Day 5 Day 6 Day



Ground & Express | Home & Business Delivery (Mon - Fri)

*\*Any order shipping to AK or HI may be subject to additional freight charges. We are unable to ship to APO/FPO/NRO/DPO. Ground delivery transit times are not guaranteed. Please use your discretion when shipping packages Ground for guaranteed delivery dates.*

### SHIPPING METHODS

USPS Ground Advantage

USPS Priority

UPS Ground

UPS 2nd Day

UPS Overnight PM

UPS Overnight AM

### LIVE SHIPPING

We charge shipping based on the weight, size, and destination of the package being shipped.

### USPS SHIPPING

USPS is offered as an economical shipping option. Please note that USPS transit times are not guaranteed. Packages may take up to three weeks to deliver. We will not be able to offer reprints on delayed USPS packages. USPS must be utilized when shipping to Puerto Rico. **We do not recommend USPS for time-sensitive projects.**

### THIRD PARTY SHIPPING

Third party shipping is available if you have your own Fed-Ex or UPS account and would like to be billed directly by the shipping company. Please contact [fulfillment@printswell.com](mailto:fulfillment@printswell.com) if you would like to change your account information.

### How do I proceed if my package is delayed but still receiving scan updates?

»»» At this time, we please ask that you be patient with our team and set proper customer expectations for turnaround times. Once a package leaves our facility, we are at the mercy of the shipping carrier. We are happy to help you in any way that we can by reaching out to find out more information about delays, but can only provide as much information as we are given by the shipping carrier. We truly appreciate your understanding of possible delays.

### How do I proceed if my package is marked as "Pending"?

»»» If your package has not received an updated scan in a few days, please feel free to reach out to our team. We are happy to contact the shipper to get more information regarding where the items might be to ensure they are not lost. To help you efficiently, you'll want to ensure to have your order number and tracking number ready when you call or e-mail. We can be reached at [fulfillment@printswell.com](mailto:fulfillment@printswell.com) or 205-588-4171 between the hours of 8:30 AM and 4:30 PM. Once contacted, we will begin the trace/investigation process with UPS. UPS requires 48-72 hours to complete this process to get the package back on track.

### How do I proceed if my package is marked as delivered but I do not have the items?

»»» First, check with neighbors, in inconspicuous areas around your residency or with a building manager if you have a front office where you receive packages. After you have checked thoroughly, please reach out to our team with your order number and tracking number. We can be reached at [fulfillment@printswell.com](mailto:fulfillment@printswell.com) or 205-588-4171 between the hours of 8:30 AM and 4:30 PM. Once contacted, we will begin the trace/investigation process with UPS. UPS requires 48-72 business hours to complete this process. If after this time they are unable to locate the missing items, we would be happy to reprint or refund based on your needs.

### What if I used a Third Party account and my items are missing?

»»» You will want to reach out to UPS/Fed-Ex to start the trace process. Since the shipment is under your account information, you will have to handle this process on your end.

### What if I do not have time to wait for the trace/missing package process to be completed?

»»» If you do not have time to wait for the trace process to be completed, you may reorder the items via the on line ordering portal. Please advise that you will have to pay for both sets of products and shipping costs if the first package is delivered. If the first package is never found after the trace is completed, we will then file a claim and issue a refund for the first package.

### What is UPS's policy on Ground packages?

»»» Ground packages are never guaranteed and can take up to 8 business days to deliver. This time has been extended during the COVID-19 pandemic. We ask that you please use your discretion when shipping packages Ground for hard deadlines. Express is always the best shipping option if you are on a tight time frame.