



2-DAY TODAY PROGRAM DETAILS & FAQ

Delivery will be faster ...

Harvey Tool Company is offering a new **2-DAY TODAY** shipping program. Your eligible Harvey Tool orders will **automatically be upgraded to ship UPS 2nd Day Air service**, yet will be billed at the UPS Ground rate.

Terms & Conditions to qualify for the automatic upgrade:

- The upgrade shipping program applies only to **UPS packages shipping within the United States**.
- Only **UPS orders with freight billed as Pre-Pay and Add** are eligible. This program does not apply to orders billing the freight to a third party collect account. All freight collect orders will be shipped as noted on the order and billed accordingly.
- **UPS shipments that are outside a two day transit time from Harvey Tool, Rowley MA, via UPS Ground Service** are eligible. UPS shipments that normally take one or two days transit time from Harvey Tool, Rowley MA, via UPS Ground Service will not be upgraded and are excluded from this program.
- Program includes an **upgrade to UPS 2nd Day Air Service only**. All expedited services: UPS Next Day Air Early A.M., UPS Next Day Air, UPS Next Day Air Saver, UPS 2nd Day Air A.M., and all UPS Saturday deliveries are excluded from this program.

Please note: *If a purchase order is sent with disqualifying instructions, Harvey Tool will not upgrade the package. Please make sure that you familiarize yourself with the program to take full advantage of this offer. No refunds, credits, or adjustments for shipping costs will be made once the order has been fully processed and packaged.*

Please contact your local authorized Harvey Tool distributor to place your order.

Frequently Asked Questions:

Q: Do I need to mark my purchase order with any special codes to get the upgrade to UPS 2nd Day Air Service?

A: No. All eligible orders meeting the terms and conditions as outlined above will automatically be upgraded to 2nd Day Air Service and billed at UPS Ground Rates.

Q: Are all authorized Harvey Tool U.S. distributors eligible for this program?

A: Yes. This program is offered to all of our authorized U.S. based distributors. Harvey Tool does not sell direct to end-users.



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Q: Is the UPS 3 Day Select service able to be upgraded to the 2-Day Today program?

A: Yes. All eligible 3 Day Select orders will be upgraded to the UPS 2nd Day Air service and billed at the UPS Ground service rate.

Q: How will my back order ship?

A: All eligible orders will ship UPS 2nd Day Air at the UPS Ground service rate unless an expedited service is specified.

Q: What if I want my back order to be shipped via an expedited UPS service?

A: If you give us specific instructions to ship your back order via an expedited service, the order will be delivered and billed at the expedited rates. Expedited services are not included in the 2-Day Today program.

Q: What if I want my order shipped via an expedited service?

A: Mark your order with the specific expedited service details. The order will be delivered and billed at the normal expedited service rates.

Q: Can I use my UPS freight collect account number instead of using Pre Pay & Add to get the upgrade?

A: No. All freight collect orders will be delivered as instructed on the purchase order and billed accordingly.

Q: I want a shipment sent 2nd Day Air, but I am within two days of a UPS Ground transit time for delivery from Harvey Tool.

A: This is considered an expedited service. If you instruct us to ship UPS 2nd Day Air, the package will be billed at normal rates. Our goal is to get the tools to our customers by the 2nd day anywhere in the country. While we understand that standard one & two day UPS service is not guaranteed, the norm is for the package to arrive on time. UPS has an exceptional on-time delivery rate for ground packages.

Q: Are DHL and Federal Express part of the upgrade program?

A: No. If you give us specific instructions to ship your order via a different carrier other than UPS, the order will be delivered and billed at the DHL and Federal Express rates accordingly. The upgrade program is only for shipments sent via UPS.

Q: Is this program offered in Canada, Mexico, or internationally?

A: The program is currently limited to U.S. domestic shipments only.