



EXTENDED-DAY UPS 'RED' NEXT DAY AIR ORDER SERVICE PROGRAM DETAILS & FAQ

*Thank you for your continued support of Harvey Tool Company. We are pleased to announce that we are extending our hours for domestic **UPS 'Red' Next Day Air** orders. The following guidelines should assist you with any questions you may have regarding the Extended-Day service. Please contact your local Harvey Tool authorized distributor to place your order.*

Q: What is the Extended-Day program?

A: This is a service for UPS 'Red' Next Day Air orders shipping within the U.S. only

Q: What hours will the service cover?

A: 5:00 pm EST to 7:00 pm EST

Q: What types of UPS Next Day Air shipments can I process?

A: UPS Next Day Air service will include:

- NEXT DAY AIR
- NEXT DAY AIR AM
- NEXT DAY AIR RED SAVER
- NEXT DAY AIR SAT
- NEXT DAY AIR SAT AM

Q: What is your guarantee time for processing orders for the Extended-Day UPS Next Day Air service?

A: 6:00 pm EST will be our targeted guarantee time. We will enter verbal orders until 7:00 pm EST. For all other orders processed during our normal business day, the guarantee time is still 4:00 pm EST.

Q: Why can't I place an order for a 2nd day UPS shipment?

A: The expedited order service is for UPS Next Day Air orders only. We have an agreement with UPS for a late pickup for Next Day Air shipments only.

Harvey Tool Authorized Distributor Q&A

Q: What is the telephone number for the Extended-Day service?

A: Distributors may call the Harvey Tool Company main telephone number at 800-645-5609.



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Q: Why am I placed into a queue for holding when I call?

A: During the hours of 5:00 pm EST and 7:00 pm EST representatives will be available to process verbal UPS Next Day Air orders. Callers will be placed in a queue when all of the representatives are busy. Please stay on the line for assistance.

Q: Can I fax UPS Next Day Air orders?

A: Faxes are welcomed but not guaranteed. We encourage you to call all orders in to our representatives.

Q: Can I email UPS Next Day Air orders after 5:00 pm EST?

A: Orders sent via email will not be viewed or entered until the next business day. Please call 800-645-5609 to place your UPS Next Day Air orders.

Q: Why can't I check on an order that I placed earlier in the day, or get general customer service assistance?

A: The Extended-Day service is for placing orders only. Our goal is to free the line for the next urgent order. We appreciate your understanding.

Q: Can I change an order?

A: Orders processed during the Extended-Day will be processed as they come in. Due to the volume, changing orders is not an option.

Thank you for your continued support of Harvey Tool.