



Post Pandemic Restoration of Guarantees and Parcel Invoice Auditing

The Covid-19 proliferation and the uncertainty it has caused have wreaked havoc for business around the world. If you are you a UPS or FedEx shipper, you been faced with higher charges, tight capacity restraints, new surcharges, a reduction in on-time service, and the removal of your ability to file for money back, due to a suspension of guaranteed service.

As we continue to make progress toward a return to normality, there is some good news recently that UPS and FedEx announced regarding a limited reinstatement of their shipment guarantees for specific services.

With an industry range of 1%-6% late package deliveries, the return of the guarantee can provide a sizable savings for shippers that audit their parcel invoices. While it's unclear at this point when the guarantee will return for ground packages, these recent announcements indicate it may not be far off. In the meantime, now is great time to partner with us and enroll in our parcel auditing service. It takes only moments to set up and you'll be saving money in no-time! Visit us online at www.mgnlogistics.com or email us at b.gormas@mgnlogistics.com.

UPS Partial Guarantee Announcement

Effective April 5, 2021 the UPS Service Guarantee was reinstated only for UPS Next Day Air[®] services (UPS Next Day Air[®] Early, UPS Next Day Air[®] and UPS Next Day Air Saver[®]) and UPS Worldwide Express services (UPS Worldwide Express NA1[®], UPS Worldwide Express Plus[®], UPS Worldwide Express[®], UPS Worldwide Express Saver[®], UPS Worldwide Saver[®], UPS Worldwide Express Freight[®] Midday and UPS Worldwide Express Freight[®]). Note: Until further notice, the guaranteed delivery time for UPS Next Day Air Saver[®] deliveries has been extended to end-of-day (11:59 p.m. on the guaranteed day of delivery). The Service Guarantee remains suspended for all other UPS shipments from any origin to any destination.

Effective May 10, 2021, the UPS Service Guarantee was reinstated for International Domestic services (Domestic Express Plus, Domestic Express, Domestic Midday, and Domestic Express Saver) and Transborder Express services (Transborder Express, Transborder Express Plus, Transborder Express Saver) for [select countries](#) outside of the U.S.

The Service Guarantee remains suspended for all other UPS shipments not specified in the above sections, from any origin to any destination.

FedEx Partial Guarantee Announcement



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To re-affirm our commitment to deliver the level of service you expect from FedEx, on April 6, 2021, money-back guarantee was reinstated for select FedEx Express services for US domestic and US import/export shipments (US payors only). Services include:

- *FedEx First Overnight®*
- *FedEx Priority Overnight®*
- *FedEx Standard Overnight®*
- *FedEx International First®*
- *FedEx International Priority®*
- *FedEx International Priority® Freight*

In order to balance our focus on service and safety, the FedEx money-back guarantee for all other FedEx Express®, FedEx Ground®, FedEx Freight® and FedEx Office® services will remain suspended until further notice.



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