

Service Alerts – Coronavirus (COVID-19)

Due to the crucial roles **UPS** and **FedEx** play in moving supply chains and delivering critical relief, they are both considered essential businesses. They are both now fully operating under state-of-emergency and shelter-in-place orders recently issued by the U.S. government. These restrictions are significantly disrupting the global supply chain. Air cargo and delivery truck space has become extremely limited, and they've had to make adjustments and delay many non-essential goods that are in transit in an effort to best deliver much-needed goods and services in this newly constrained environment.

They are both implementing temporary surcharges on all FedEx and UPS shipments. As of March 26th, both UPS and FedEx have implemented global suspension of all service guarantees which include; money-back guarantees and time delivery guarantees on all shipments. The impact of COVID-19 is causing local, state, and national governments around the world to issue work and travel restrictions on a daily basis, which is drastically impacting our ability to meet our high standards of customer service.

So.. what does this mean for you TUIC clients?

Saturday delivery option is suspended indefinitely.

Monday through Thursday shipping will continue however orders may be held back at my discretion depending on daily UPS /FedEx related issues.

Whenever possible it is advised that orders be shipped directly to your nearest UPS center for pickup by you, the client. Orders that have been getting delayed have been getting held up mostly at the destination hub upon the carrier's discretion in an effort to move essential supplies over basic consumer deliveries (including live animals). So, if you can drive to a hub please consider having your order delivered to that location for pickup.

Local retail clients may pre-arrange pickup of orders at a location offsite of my location. I have done this for multiple clients already and seems to work out well.

Wholesale clients may arrange personal delivery by me if within a reasonable distance on large orders.

Unfortunately, with all carriers no longer honoring ANY posted guarantees I am only going to be able to offer credit for any orders that are late and arrive DOA. No longer can I offer full refunds on shipping related issues out of my control.

As always though, the fish are packed as best as possible. Much better than most anyone else so I am confident that as long as they arrive and/or are picked up the next day they will be just fine. Temperature is the number one issue. I always place heat packs in my containers. They are generally good for 24hours sometimes a bit longer. However, they only raise the temp so much (15-20 degrees typically) from the outside ambient temps. Adding a second heat pack does not double the temp. Adding a second heat pack only adds an additional 6-8 degrees on average. The packs work on available oxygen in the container. By adding a second pack the temp. does increase slightly however the available oxygen in the box is depleted at a faster rate therefor expiring the heat packs sooner. These boxes often sit inside a cold truck or outside on a loading dock fully exposed to elements for hours at a time. It is imperative that orders are picked up and acclimated to temp ASAP.

Thank you for your cooperation,

Tangled Up in Cichlids