

SHIPPING & DELIVERY INFORMATION



Workplace Spanish® materials are shipped from a distribution center in Kennesaw, Georgia 30152, using UPS and US Mail. Please read this important information on shipping and delivery.

- Orders received before 5:00 PM EST are generally shipped within 2 business days.** NOTE: ORDERS ARE NOT SHIPPED THE SAME DAY AS RECEIVED. You will be notified if there is a delay.
- NEXT DAY AIR or 2ND DAY AIR ORDERS** are processed as described above. On the day of shipment UPS picks up in late afternoon. You will receive your order on the next business day (or the 2nd business day) **after UPS pickup** (not after you place the order). UPS does not deliver on Saturday, Sunday or holidays.
- ALLOW ENOUGH TIME TO RECEIVE YOUR ORDER!** It is your responsibility to allow enough time to receive your order. We strive to maintain adequate inventory but unusually high demand or large orders may require additional processing time.
- WE CANNOT “GUARANTEE THE DATE” YOU WILL RECEIVE YOUR ORDER.** Although UPS and the postal service are very dependable, weather delays, lost shipments, etc., can cause delays beyond their control. Depending on your location and shipping method, it can take anywhere from 2 days to 10 days for delivery.
- TRACKING NUMBERS** – a UPS tracking number is via email from UPS, to the “ship to” e-mail address on your order. This will provide their estimated delivery date and allow you to track your order through the UPS website. If you use a spam filter, you should enable e-mails from “UPS.com” and from “WorkplaceSpanish.com” to receive receipts & tracking numbers.

DELIVERY TIME USING UPS GROUND *(Includes order processing & shipment time)*

State	Business Days to Receive Order	State	Business Days to Receive Order	State	Business Days to Receive Order
AL	3	LA	4	NY	5
AR	4	MA	5	OH	4
AZ	6	MD	5	OK	5
CA (most)	7	ME	5	OR (most)	7
CO (east)	6	MI	4	PA	5
CO (west)	7	MN (MOST)	5	RI	5
CT	5	MO (east)	4	SC (east)	4
DC	5	MO (west)	5	SC (west)	3
DE	5	MS	4	SD	6
FL	4	MT	7	TN	4
GA	3	NC	4	TX	5
IA (east)	4	ND	6	UT	7
IA (west)	5	NE (east)	5	VA	4
ID (most)	7	NE (west)	6	WA	7
IL	4	NH	5	WI (north)	5
IN	4	NJ	5	WI (south)	4
KS	5	NM	6	WV	4
KY	4	NV	7	WY	7

Example of Ground Delivery Time – If you order on a Monday before 5 PM EST– and it takes 3 business days to receive your order – it would arrive on Friday of the same week.

Example of 2nd Day Air Delivery Time – If you order on a Monday before 5 PM EST– your order will be shipped Tuesday or Wednesday afternoon. You would receive it on Thursday or Friday (2 days after shipment by UPS).

Example of Next Day Air Delivery Time – If you order on a Thursday before 5 PM EST, your order will be shipped Friday or Monday afternoon. It would be delivered the following Monday or Tuesday (the next business day after actual shipment by UPS).