

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.

1. **ORDERS ARE NOT SHIPPED THE SAME DAY THEY ARE RECEIVED** – orders received before 4:00 PM EST are shipped on the next business day. Orders received after 4PM EST, will be shipped on the 2nd business day.
2. **NEXT DAY or 2ND DAY AIR SHIPPING** – this does not mean you will receive your order the next day (or 2nd day) after it is placed. Orders are processed as described above. On the day of shipment UPS picks up in late afternoon. Thus, you would receive your order on the next, or 2nd business day, after UPS pickup.
3. **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.
4. **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.
5. **TRACKING NUMBERS** – a tracking number is sent to the “ship to” e-mail address for all orders. Use these numbers to track your order on either the UPS or USPS website. If you use a spam filter, it must allow e-mails from “UPS.com” and from “WorkplaceSpanish.com”. We do not fill out spam filter requests.

Example of Ground Delivery Time – If you order on a Monday before 4 PM – 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 4 PM – your order will be shipped and picked up by UPS late Tuesday afternoon. You would receive it on Thursday (2 days after pickup & shipment by UPS).

Example of Next Day Air Delivery Time – If you order on a Thursday before 4 PM, your order will be shipped and picked up by UPS late Friday afternoon. It would be delivered the following Monday (the next business day).

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

State	Bus. Days to Receive Order		State	Bus. Days to Receive Order		State	Bus. 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