

2021 Holiday Domestic Shipping

The holidays are fast approaching and one of the most frequent questions we get this time of year is can we ship? This notice is to help alert our clients to the constraints that the holidays place on our ability to ship out frozen semen, fresh chilled semen, and products to our clients. We at ICSB are closed any day that UPS and/or Fed Ex do not ship/deliver. We will also be closed on the days they have modified services that prevent our ability to prepare shipments on time. This means our office is closed on the following days for the 2020-2021 holiday season:

Thursday November 25th, 2021- Thanksgiving

Friday November 26th, 2021- Day after Thanksgiving

Friday December 24th, 2021- Christmas Eve

Friday December 31st, 2021- New Year's Eve

Additionally, FedEx picks up early the day before Thanksgiving, due to this, all shipments going out on this day must be scheduled and confirmed the day before by 5:00pm Pacific Standard Time (PST) to guarantee ICSB has time to prepare the shipments before our scheduled pick up.

Additional Information Regarding UPS Shipments: From November 26th-December 4th and December 18th-December 31st, UPS will be extending the delivery times for all Air packages. This effects Next Day shipments to commercial locations; the estimated delivery time will be 3:00pm. Additionally Next Day packages to residential locations will be extended to End of Day. ICSB Oregon strongly encourages clients ICSB strongly encourages all clients to ship overnight during these periods, or to avoid shipping if possible.

Important Notice about Delayed Shipment Refunds: Throughout the COVID pandemic, shippers have suspended guaranteed delivery times, meaning packages that are delayed are not eligible for refunds. This will continue through the holiday season. ICSB strongly encourages all clients to ship overnight during this period but reminds them that any delayed shipment will not be eligible for a refund.

We also want to remind clients ICSB is always closed on Saturday and Sunday. We do not ship our media-based products or frozen semen any method that takes more than 2 days to deliver. Fresh chilled shipments are all shipped out Overnight. This means that your options for shipping products or semen to arrive at the correct time for use are limited. Here are the specific limitations for the days around each holiday:

Week of Thanksgiving: The last day to ship 2-Day will be Monday November 22nd. These shipments should arrive on Wednesday November 24th. The last day to ship Overnight to arrive the next day will be Tuesday November 23rd. These products should arrive on Wednesday November 24th. We will be able to ship "Overnight" on Wednesday November 24th, however these shipments will not be delivered until Friday November 26th. Additionally, these shipments must be scheduled and confirmed to go out prior to 5pm PST on Tuesday November 23rd to guarantee ICSB has time to prepare the shipments. This means that if you expect to need a product or semen on Thanksgiving Day, the last day to ship will be Tuesday November 23rd, and the shipments must go Overnight. If you expect to need a product or

semen anytime between Black Friday November 26th and Monday November 29th, the last day to ship will be Wednesday November 24th, and these packages must go “Overnight” for delivery on Friday November 26th. Additionally, and these shipments must be scheduled and confirmed to go out prior to 5pm PST on Tuesday November 23rd, to ensure ICSB Oregon has time to prepare the shipments. Reminder that ICSB will be closed on Friday November 26th.

Week of Christmas Eve/Christmas Day: The last day to ship 2-Day will be Wednesday December 22nd, and the last day to ship Overnight would be Thursday December 23rd. These packages would be scheduled to arrive on Friday December 24th, Christmas Eve, however the likelihood of delays is extremely high. Any delayed shipments would not be delivered until Monday December 27th. Due to this ICSB strongly urges clients to ship for arrival before Christmas Eve. This means that if you expect to need a product or semen anytime between Christmas Day December 25th through Monday December 27th, the last day to ship is Thursday December 23rd, and these packages must go Overnight. Reminder that ICSB will be closed on Christmas Eve Friday December 24th.

Week of New Year’s Eve/New Year’s Day: The last day to ship 2-Day shipping will be Wednesday December 29th, and the last day to ship Overnight would be Thursday December 30th. These packages would be scheduled to arrive on Friday December 31st, New Year’s Eve, however the likelihood of delays is extremely high. Any delayed shipments would not be delivered until Monday January 3rd. Due to this ICSB strongly urges clients to ship for arrival before New Year’s Eve. This means that if you expect to need a product or semen anytime between New Year’s Day January 1st through Monday January 3rd, the last day to ship is Thursday December 30th, and these packages must go Overnight. Reminder that ICSB will be closed on New Year’s Eve December 31st.

*******NOTICE*******

Holiday season shipping restrictions are different and more severe for international shipping, including Canada. Be sure to inquire well in advance regarding international shipments.

Saturday Delivery is not available to all locations.

These delivery dates are estimates given to us by the shipping companies themselves, UPS and Fed Ex, and are not guarantees from ICSB that your shipment will arrive on those dates. Shippers often experience delays during the holiday season due to the high volume of shipments. ICSB recommends shipping overnight during the holiday season to reduce the risk of delays causing damage to products or semen. UPS and Fed Ex do not give refunds for shipments delayed due to the holiday rush.

Please plan ahead and ship early. If you are shipping frozen semen, check to see if your vet has their own cryogenic storage tank or access to liquid nitrogen; if they do, you can have the semen delivered several days even weeks early to relieve the stress of holiday shipping. If you are planning on needing a fresh chilled kit, order those well in advance and store the media in your freezer. The media has an expiration date printed on the vial that is 6 months from when it was made.

Ground Shipments may be subject to additional transit time during the holiday rush. Since ground shipments are not guaranteed, ICSB strongly encourages clients to not ship media products or semen ground during the months of November and December. ICSB will not offer ground shipments of media-based products or semen shipments during the weeks of November 22nd, December 20th, and December 27th.

Air Cargo, or Counter to Counter with an airline, is a last resort option for shipments. These can be difficult to arrange as flights must be found, hours for the Air Cargo receiving facility must be known, and the shipment must be at the Air Cargo facility up to two hours before the flight. These shipments are arranged with the Air Cargo services provided by the airlines. ICSB is a known shipper with Alaska Airlines.

November 2021- Holiday Shipping Calendar

November 2021						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
21 ALL DELAYED SHIPMENTS DURING HOLIDAY RUSH ARE NOT ELIGIBLE FOR REFUNDS ICSB CLOSED	22 Last day to Ship 2-Day- delivers on the 24th NO GROUND SHIPPING OF MEDIA PRODUCTS OR SEMEN	23 Last day to ship regular Overnight-delivers on the 24th Shipments going Wednesday November 24 th , must be scheduled and confirmed today before 5pm	24 Last day to ship Overnight, but delivers on the 26th Shipments going out this day must be scheduled and confirmed on Tuesday November 23 rd before 5pm to ensure ICSB has time to prepare the shipments before shippers pick up early	25 —THANKSGIVING SHIPPERS DO NOT SHIP OR DELIVER ON THIS DAY TO HAVE SHIPMENTS BY THIS DATE MUST SHIP TO ARRIVE ON THE 24 th ICSB CLOSED	26 DAY AFTER THANKSGIVING ICSB CLOSED	27 TO HAVE SHIPMENTS BY THIS DATE MUST SHIP THE 24 th OVERNIGHT FOR DELIVERY ON FRIDAY THE 26 th ICSB CLOSED
28 TO HAVE SHIPMENTS BY THIS DATE MUST SHIP THE 24 th OVERNIGHT FOR DELIVERY ON FRIDAY THE 26 th ICSB CLOSED	29 TO HAVE SHIPMENTS BY THIS DATE MUST SHIP THE 24 th OVERNIGHT FOR DELIVERY ON FRIDAY THE 26 th Regular shipping out resumes	30	1	2	3	4

December 2021/January 2022- Holiday Shipping Calendar

December 2021/ January 2022						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
19 ALL DELAYED SHIPMENTS DURING HOLIDAY RUSH ARE NOT ELIGIBLE FOR REFUNDS ICSB CLOSED	20 NO GROUND SHIPPING OF MEDIA PRODUCTS OR SEMEN	21	22 LAST DAY TO SHIP 2-DAY-delivers the 24th	23 LAST DAY TO SHIP OVERNIGHT - delivers the 24 th	24 -CHRISTMAS EVE ICSB CLOSED	25 -CHRISTMAS DAY SHIPPERS DO NOT SHIP OR DELIVER ON THIS DAY TO HAVE SHIPMENTS BY THIS DATE MUST SHIP TO ARRIVE ON THE 24th ICSB CLOSED
26 TO HAVE SHIPMENTS BY THIS DATE MUST SHIP TO ARRIVE ON THE 24th ICSB CLOSED	27 TO HAVE SHIPMENTS BY THIS DATE MUST SHIP TO ARRIVE ON THE 24th NO GROUND SHIPPING OF MEDIA PRODUCTS OR SEMEN	28	29 LAST DAY TO SHIP 2-DAY-delivers the 31st	30 LAST DAY TO SHIP OVERNIGHT - delivers the 31 st	31 -NEW YEAR'S EVE ICSB CLOSED	1 -NEW YEAR'S DAY SHIPPERS DO NOT SHIP OR DELIVER ON THIS DAY TO HAVE SHIPMENTS BY THIS DATE MUST SHIP TO ARRIVE ON THE 31st ICSB CLOSED
2 TO HAVE SHIPMENTS BY THIS DATE MUST SHIP TO ARRIVE ON THE 31st ICSB CLOSED	3 TO HAVE SHIPMENTS BY THIS DATE MUST SHIP TO ARRIVE ON THE 31st Regular shipping out resumes	4	5	6	7	8