## United States Postal Service®

## **INDUSTRYALERT**

**December 20, 2023** 

## Priority Mail Express™ Holiday Refund Eligibility - December 22-25, 2023

During the holidays, increased volume and weather conditions may affect the ability to transport all Priority Mail Express™ one-day shipments. Similar to our competitors, the Postal Service has an adjusted postage refund policy for Priority Mail Express™ sent during December 22 through 25. While the Postal Service fully expects Priority Mail Express™ to remain one-day where available, postage will not be refunded unless the first delivery attempt or delivery occurs more than two delivery days after the Acceptance scan event.

If a customer is due a PME postage refund based on the policy above, a copy of the Priority Mail Express™ label or receipt is **required**.

Our hope is to encourage our customers to send items earlier to ensure Priority Mail Express items arrive by their intended date.

Any feedback or questions can be sent to **ShippingServices@usps.gov**.

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Please visit us on the USPS <u>Industry Outreach/ USPS Corporate Affairs</u> website.

Thank you for your support of the United States Postal Service.

Industry Engagement & Outreach/USPS Corporate Affairs

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