

## Vaccine Shipping Information

### **Vaccines are nonreturnable and nonrefundable.**

Vaccines are shipped in an insulated envelope or cooler with an ice pack.

### **\*\* Never put vaccines in a freezer. \*\***

Vaccines are shipped on the last pickup of the day, around 5:30 PM (Central Time). Orders packed prior to 5:30 PM (Central Time) are stored in a large walk-in cooler until they are loaded on the truck. Every effort is made to make sure your vaccines arrive as cool as possible. Please make arrangements to be home when your vaccines arrive, or have them delivered to a friend or neighbor who will be home and can refrigerate them immediately.

Vaccines will remain cool up to 24 hours during the hot summer months (even with an insulated cooler). After that they will warm up quickly, so a package delivered cold at 10:00 AM may warm up when sitting on a hot porch for a few hours.

If you have any concerns or questions, please call us. A customer care representative will be happy to help you (Monday – Friday, 8 AM to 6 PM, Eastern Time).

<b>Ordered On</b>	<b>Ships On</b>	<b>Arrives On</b>
Monday before 2PM ET	Monday	Wednesday
Monday after 2PM ET	Tuesday	Thursday
Tuesday before 2PM ET	Tuesday	Thursday
Tuesday after 2PM ET	Wednesday	Friday
Wednesday before 2PM ET	Wednesday	Friday
Wednesday after 2PM ET	Monday	Wednesday
Thursday	Monday	Wednesday
Friday	Monday	Wednesday
Saturday	Monday	Wednesday
Sunday	Monday	Wednesday

Orders will ship on a specified day as long as the order has been cleared to ship. All arrival days are estimated and can vary based on ZIP code.

Only orders that are shipped 2nd Day Air can be guaranteed to arrive within the recommended time period. We cannot be held responsible for carrier errors or weather delays.

Most vaccine manufacturers recommend shipping their vaccines 2nd Day Air. However, even vaccines shipped 2nd Day Air will frequently arrive warm on a hot summer day.