ALL CUSTOMERS • SCHEDULING

Turnaround & Rush TIMING

Turnaround & Rush

When It Should Arrive
Estimates · Rush Mon–Thu before 9:30 AM Phoenix time

WHO THIS IS FOR
Every customer, at every tier — and especially anyone promising a date to a client of their own.

WHY THIS SHEET EXISTS
You do not have to work the dates out yourself — an estimated arrival date is calculated and shown before you pay. This sheet explains what moves that estimate, what does not, and where its limits are.

WHAT THIS COVERS
How the standard date is set, when rush is actually available, which products can use it, and why freight overrides everything.

WHEN TO USE IT
Before you commit to a date for anyone else — and before you pay for rush you may not need.

HOW TO DO IT

1. An **estimated arrival date** is shown on the product page, the cart line, and the checkout summary. **It is an estimate, not a guarantee** — final delivery is in the carrier's hands, so leave yourself a day of cushion before you promise a date to anyone else.
2. **Standard:** eligible orders typically arrive in **about 2 business days**: next-business-day production and overnight transit. **Flyers and Brochures take longer:** production is 3 business days standard, with 2-day and 1-day options, and your estimated arrival shows before checkout. **Booklets take longer:** production is 6 business days standard, with a 4-day option, and your estimated arrival shows before checkout. Order **before 7:30 PM Phoenix time** to count toward the current business day; eligibility and business-day rules apply.
3. **Rush: Monday to Thursday, before 9:30 AM Phoenix time** — estimated arrival the **next business day**. Outside that window the rush button is not shown at all.
4. Rush is offered on **23 of our 38 products**, and most carry a quantity cap. Coroplast, for one, stops offering it above 10 sheets.
5. **Freight items:** up to **10 business days**. Freight beats rush — paying for rush on a freight item does not move the date.
6. Weekends and holidays are not counted, and a multi-item order follows its **slowest** line. Arizona does not observe daylight saving, so the cutoff always follows Phoenix time.

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NO RUSH BUTTON?
The window is closed. The page says so in its place: rush is available Monday through Thursday, before 9:30 AM Phoenix time.

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THE CARRIER DELIVERS IT
Final delivery is the carrier's. Weather and carrier delays are outside our control, as noted at checkout.

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NEED A HAND
Call (520) 975-3674 or email Orders@FastPrintsUSA.com, Mon–Fri 4:00 AM – 9:00 PM MST.

Fast Prints USA · Instruction sheet · Labels verified against the live site · Rev 2026-08-25