

IMPORTANT changes to Transit Times for Seller Fulfilled Items Frequently Asked Questions

1. How do I view and modify my current Transit Times?

Please visit the [Shipping Settings](#) page to view and edit your Transit Times. [Click here](#) to learn how to change the Shipping Settings.

2. What are the new default Transit Times when I create a new Shipping Template?

Please refer to the table below for the new default Transit Times for **Standard Shipping**:

Ship From country	Destination	Default Transit Time (business days)	Transit Time options available (business days)
United Kingdom	United Kingdom – Mainland	2-3 days	2-3 days, 3-5 days
United Kingdom	Scottish Highlands, Northern Ireland, Channel Islands and British Forces Post Office (BFPO)	3-5 days	2-3 days, 3-5 days, 5- 7 days, 5-10 days, 7-14 days
United Kingdom	Germany, France, Italy, Spain*	5-7 days	5-7 days, 7-10 days**

* Only your shipping settings on [amazon.de](#), [amazon.fr](#), [amazon.it](#) and [amazon.es](#) will be impacted.

** Sellers who maintain a Valid Tracking Rate of > 95% and an On-Time Delivery Score of > 97% will be able to set faster Transit Times for these marketplaces. We will send you a separate email about this.

3. What will happen to my existing Shipping Templates during the default changes in September?

- **Delivery to UK Mainland:** If the current Transit Time is faster than 2-3 days, no changes will be made; if the current Transit Time is longer than 2-3 days, it will be updated to 2-3 days. If your carrier is slower than 2-3 business days, after this change you will always have the option to choose a slower Transit Time by editing the [shipping template](#). Please note that Transit Times that are longer than 5 business days will no longer be supported for UK Mainland.
- **Delivery to UK islands** (Scottish Highlands, Northern Ireland and Channel Islands) and British Forces Post Office (BFPO): We will not update the Transit Time settings for these regions. For the Transit Time which will no longer be supported (14- 21 days) for islands, we will automatically update it to 7-14 days.
- **Delivery for orders on Amazon.de, Amazon.fr, Amazon.it and Amazon.es:** For your products listed on these EU marketplaces, if the current Transit Time for delivery from UK to these countries is faster than 5-7 days, no changes will be made; if the current Transit Time is longer than 5-7 days, it will be updated to 5-7 days. If your carrier is slower than 5-7 business days, you can select a slower Transit Time by editing the [shipping template](#).

4. Does Transit Time include Weekends?

Business days include Monday to Saturday, excluding Sunday and public holidays. This is aligned with the working days of the major carriers in the UK. Note that this is different from Handling Time where Saturday is also excluded.

5. How can I set a longer Handling Time (processing time) for my products?

Transit Time setting is not designed for buffering your Handling Time (the time you need to dispatch your items to the carrier). If your products need a longer Handling Time or processing time, you can modify the Handling Time settings. [Learn how](#).

6. Why is Amazon changing my Transit Times? Can I opt out of this change?

Major carriers in the UK consistently delivered within 3 business days to the mainland. We are making these changes to make your estimated delivery time more precise and improve the customer experience at checkout. This change will apply to all sellers shipping from UK. If you prefer to keep your current Transit Time settings, please fill in this [request form](#) to indicate your preference.