

# 2015 Detroit Mailbox Policies

- **EFFECTIVE NOW:** Customers are welcomed to leave their packaging behind; however a \$1.00 US dollar disposal fee will be charged (this price is regardless the number of items left behind).
- **EFFECTIVE NOW:** If your packaging is found outside of our location/trash room, a fine of \$2.00 US dollars (per item left) will be added to your account.

## Pick-up policies: (EFFECTIVE AUGUST 31, 2015)

- **Packages are held for 30 days at no extra charge. From day 31 to day 90, a \$5.00 weekly storage fee will be added per parcel; from day 91 to day 180, a \$10.00 weekly storage fee will be added per parcel. Any parcels left after 180 days will be charge a storage fee of \$1.00 dollar per day.**
- **No same day pickup, NO EXCEPTIONS!** You **MUST** wait at least 12 hours from the time UPS/USPS/Fed Ex/DHL reflects that the parcel has been delivered.
- If UPS/DHL/Fed Ex/USPS reflects that your parcel is delivered but you did not receive and arrival notification e-mail from DMB; you **MUST** bring the tracking number from the carrier (UPS/USPS/DHL/Fed Ex) (not the order #) when coming to pick up your parcels.
- All claims about missing item(s) in an open/damaged parcel **MUST be made prior to leaving the office.** DMB is not responsible for items missing from a parcel when the parcel is sealed. DMB will call or e-mail the customer when a box has been damaged prior to arriving at our location (given that you have provided us with either your e-mail or phone number).

If you would like to open your boxes and inspect the content/try clothes on, you **MUST** come in at least an hour before closing time.