

Mailbox Customers,

Get ready! We will be opening our doors again soon.

We've all been through a lot since we last saw each other. For the health and safety of our staff, delivery drivers, and all of you, we are going to be implementing some new rules and heavily reinforcing some old ones. It's important that you read through this email and follow the guidelines specified. Failure to follow any of our requests could result in us refusing to serve you.

IMPORTANT NOTICE: If you are planning a trip over to Detroit Mailbox, please allow us extra time to produce your parcel as there will be a delay in service due to the increased inventory over the last few months.

LIMITED HOURS:

- Monday –Friday 10:00AM till 3:00PM

BUILDING RULES:

- Entry into the building will be denied to any person not wearing a face mask that covers both their mouth and their nose.
- Only (2) two customers will be permitted inside at any point. If parties are larger than two, please be prepared to wait outside while (1) one individual enters the building.
- Parcels cannot be opened inside the office and we are not accepting any trash.
- Public bathroom access will not be available to customers.

PICK-UP RULES:

1. CHECK THE CUSTOMER PORTAL: if you are unsure on how to complete this step, please send us an email or give us a call. We will gladly help you gain access to your online account.
2. MAKE AN APPOINTMENT: if your customer portal lists (5) five or more packages, you MUST make an appointment to do a pick-up. Appointments can be any time during regular business hours. Schedule your appointment a minimum of (24) twenty-four hours ahead of your trip.
3. PAYMENTS MUST BE ELECTRONIC: customers can pay for parcels online through our website, through PayPal, or with a debit or credit card at the office. We are not accepting any cash.
4. NO PARCEL LEFT BEHIND: we no longer offer selective pick-ups. We are required to send you home with every package listed in your customer portal, regardless of the value or the date received. We strongly advise you to prepare all the necessary paperwork for every item.
5. NO STORAGE FEE: Please note that if you're not able to cross the border to pick up your item(s) at this time due to the border closure, we will still hold your parcel(s) and not charge for storage fee.

Thank you for taking the time to read through all of our changes! Some of the rules from the past still apply today, such as “no same-day pickups.” It might take some time to get used to this new way of doing things, but we promise that at Detroit Mailbox we are going to try our best to keep offering a hassle-free experience. Don't hesitate to reach out with questions or comments either on Facebook, through email, or by giving us a call!

Facebook link: <https://www.facebook.com/Detroit-Mailbox-204475382899009/>

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