

Mail Services Policies and Instructions for Sending Student Mail and Packages - Parents

The Mail Services department accepts all incoming mail and packages, as well as certain deliveries on behalf of students. Students may retrieve mail and small parcels from their student mailbox. Large items are delivered to the common room of student dorms. It may take up to two business days for items to be delivered to dorms during peak volume periods or during times when Academy offices are closed due to inclement weather or unforeseen circumstances. Typically, items received on Friday are delivered to dorms the following Monday. *NOTE: Students are expected to empty their mailboxes on a regular basis.*

Please adhere to our policies regarding weight and restricted items as outlined below. It is the student's responsibility to arrange return shipping for items that are rejected. Items left longer than ten business days may be donated or discarded.

- **Items may not exceed 40 pounds. Certain large or bulky items under 40 lbs. may have to be picked up from George Washington (GW) Hall. We will notify students via email if a package pickup is needed.**
- **Beverages of any kind (including bottled water) will not be processed.** Please contact Sykes Wellness if your child has a medical need.
- Please do not ship anything that requires **refrigeration**. We do not have the ability to safely store these items.
- **Items can be shipped** from online vendors using UPS, FedEx, DHL, LaserShip, and the US Postal Service. **We cannot accept same-day orders from retailers like Walmart or Target, or grocery outlets/delivery services including Whole Foods, Amazon Fresh, Instacart, Peapod, Shipt, Weee! or similar services. We also do not accept deliveries from local fast-food locations or restaurants (these will be discarded upon receipt.)**
- **Floral/fruit items cannot be delivered to dorms and must be picked up within three business days or they will be discarded. PLEASE NOTE: Mail Services is open for deliveries Monday thru Friday from 8am to 4pm and closed on weekends.** The pickup window is open from noon to 4pm on weekdays.
- Packages that appear to contain medication are sent to the Sykes Wellness Center where our medical staff will instruct the student to pick up the item at that location.
- Refer to the "What Not to Bring" document for other items that cannot be brought or shipped to campus.

Shipping Address

Please use our **180 Main Street** address when shipping items to your student, not the street address of their dorm.

Student Name
Phillips Academy
180 Main Street, Andover, MA 01810

- All items should be addressed with your child's full, formal name (not a nickname). When ordering online and using your information for billing purposes, please be sure the shipping information has the student's name, not a parent or other individual as this may cause processing delays.
- PLEASE verify the shipping address **each and every time** you send items to your student.
- There is a very similar address in town -- 180 N Main Street -- which is sometimes suggested as a "better" shipping address. PLEASE DO NOT ACCEPT THIS CHANGE. It is a private residence and not affiliated with the Academy. Please double-check to be sure this does not occur. This can occur even if "Phillips Academy" is included in the address information. Shippers deliver to the **actual street address**. Please verify the address before completing your purchase. We may not be able to retrieve items that shipped to an incorrect location.

Delivery Issues

If your student says they did not receive a package, please confirm they have checked their student mailbox. If the item is not there, please email us. Send your child's name, package tracking number, date sent, shipping method, vendor, etc. to: Mailservices@andover.edu

Be sure to include the student's name and the package tracking number in your message along with any available description (shipping method, vendor, size). We are unable to respond to phone inquiries during busy processing times.