

Moon Mountain Mail LLC

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Dear Mailbox Customer,

As you are no doubt aware, the last several years have seen a dramatic increase in e-commerce. This has, naturally, resulted in a large increase in how many packages we receive for our mailbox customers.

We are happy to receive these packages for you and keep them safe, however, we have limited space to store them and lately the volume has strained our capacity. If you review your mailbox agreement, you will see that it calls for you to not let packages accumulate after delivery. We have never enforced this provision – and do not intend to start now. However, we do need to place some limits on how long packages can be here.

Beginning 06, 01, 2024 we will need you to pick up your packages within 5 days of delivery. After the 5th day we will need to assess a fee of \$1.00 per small package and \$2.00 per Ex-large package per day for storage. You will need to pay this fee in order to pick up your past due packages.

We understand unforeseen circumstances can arise and we will work with you should you be unable to make it here in time. Just give us a call and we'll work it out with you.

Although this is a change, the vast majority of you already pick up your packages in a timely manner and will not be impacted by this at all.

We value your business and the trust you place in us to keep your packages safe and secure, out of the weather, and out of the hands of porch pirates. Please help us help you by picking up your packages in a timely manner.

Thank you, Moon Mountain Mail