

## **Mail Services Policies and Instructions for Sending Student Mail and Packages – Summer Session 2026**

Located in the lower level of George Washington Hall, Central Services is a full-service mail center that is available to all of our PA Community! We receive and mail out most types of packages. Deliveries to the campus are made throughout the day from the local Andover Post Office, FedEx, UPS and Amazon. Our contact information: [mailservices@andover.edu](mailto:mailservices@andover.edu)

**Hours:** The Central Services office is staffed from 8:00 until 4:30 Monday through Friday and our service window is open from 11:00 am - 4:30 pm Monday through Friday. If assistance is needed prior to our window opening, please feel free to just knock on the door!

The Mail Services department accepts all incoming mail and packages, as well as certain deliveries on behalf of students.

All letters and packages should be addressed as follows:

Student Name

Phillips Academy / Dormitory Name

180 Main St

Andover, MA 01810

**Incoming Letters & Mail:** All letters and mail will be held here in Central Services and available for pickup during our service window hours of 11:00 am – 4:30 pm Monday through Friday. Someone from Central Services will notify the student of incoming mail that needs to be picked up.

**Incoming Packages:** Most packages will be 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 holidays and weekends.

*\*\*\*Please note:* Typically, items received on Friday are delivered to dorms the following Monday.

**Outgoing Letters and Packages:** Central Services also accepts any outgoing mail and packages. We sell stamps and can post most items to send out using USPS or FedEx. We accept credit/debit card payments at our service window. We will help your student package any mail any outgoing items.

**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 not allowed:**

- We cannot accept ANY same-day orders. (example of retailers: 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. (Please note these will be discarded upon receipt.)
- Beverages of any kind (including bottled water) should not be ordered.



### **Items with Special Handling:**

- **Flowers/perishable deliveries:** We do not deliver floral or perishable items to the dorms – these items must be picked up at our Mail Services window which is open M-F between 11:00 am











and 4:30 pm. If you wish to make other arrangements for pick up, please email [mailservices@andover.edu](mailto:mailservices@andover.edu) – we are happy to accommodate!


- **Medication/vitamins:** Packages that appear to contain medication or vitamins are sent to the Sykes Wellness Center where our medical staff will instruct the student to pick up the item at that location.
- **Weight Limits:** Items may not exceed 30 pounds. Certain large or bulky items over 30 lbs. may have to be picked up from George Washington (GW) Hall. We will notify students via email if a package pickup is needed.
- **Refrigerated Items:** Please do not ship anything that requires **refrigeration**. We do not have the ability to safely store these items.

Refer to the “What Not to Bring” document for other items that cannot be brought or shipped to campus.



## Did You Bring Any of These to Campus?


<b>CANDLES</b> 	<b>WAX WARMER</b> 	<b>HOT PLATE</b> 	<b>TOASTER</b> 	<b>TOASTER OVEN</b> 
<b>STRING LIGHTS</b> 	<b>AIR CONDITIONER</b> 	<b>SPACE HEATER</b> 	<b>HALOGEN LAMPS/LIGHTS</b> 	<b>SWISS ARMY KNIFE</b> 



## PLEASE PUT THEM BACK IN THE CAR.

## THEY ARE NOT PERMITTED.



### Shipping Address

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

### FULL Student Name

#### Dorm 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 email us. Send your child's name, package tracking number, date sent, shipping method, vendor, etc. to: [Mailservices@andover.edu](mailto: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. We can also be reached at 978-749-4122 between the hours of 8:00 am and 4:00 pm EST.

\*Please contact Sykes Wellness if your child has a medical need. The mailroom requires emails providing us with authority to release these items.

Thank you and we look forward to a wonderful Summer Session!

The Mail Room Staff