



MAIL & DELIVERIES POLICY

V1.0 08-28-18

Mail:

The mail is delivered to the building every day except Sunday and federal holidays. Delivery time varies depending on the volume but USPS usually arrives by 1:00 PM.

Articles too large for the mailbox are stored in parcel boxes in the mail room. A key to the parcel box will be left in the mail box. Oversized parcels will be left in the Security Office.

Security Guards are not authorized to sign for certified mail without express written or verbal permission from the recipient.

Deliveries:

The Security Office may accept:

- Deliveries for registered residents only.
- Boxes that do not exceed 108 linear inches (total of length + width + depth) in size, or 50 lbs. (for larger deliveries, please see the Moves & Deliveries Policy)
- Sealed envelopes & packages which are labeled with the address and the name of the resident.

Delivery personnel must first attempt to contact the recipient via the intercom and make arrangements to complete the delivery. If the recipient is not present, the delivery may be left temporarily at the Security Office.

Security has the right to refuse any delivery. Security will not accept any deliveries of perishable goods, such as but not limited to fresh food or groceries.

The Association takes no responsibility for any delivered items.

Notification:

It is the resident's responsibility to track deliveries and pick up packages held at the Security office. If a package is not picked up within 24 hours, Security will attempt to contact the resident.

Package Pick-up:

Packages may be picked up at the Security Office. Items received are released to the addressee only. Identification may be requested.

Upon pick-up, a signature is required to acknowledge receipt of the items.

Damaged or Missing Items:

Any claims should be directed to the courier such as DHL, FedEx Ground, FedEx Express, FedEx Home, United States Postal Service, UPS, and others. Association is not responsible for their acts, internal policies and services.

Indemnification:

Residents shall fully indemnify, hold harmless Keola La'i's directors, officers, employees, and agents from and against all claims, demands, actions, suits, damages, liabilities, losses, settlements, judgments, costs and expenses including but not limited to reasonable attorney's fees and costs related to mail and packages.