

My package was damaged or lost

For a successful delivery, please make sure your package meets the following criteria:

- Not greater than 10-inch x 10-inch x 10-inch in measurements
- Under 5 kilograms in weight
- Fits comfortably in a shoulder bag
- Not a valuable item

You must prepare and securely close and seal the Package(s) for safe delivery

NOTE

- Uber is not responsible for any damages caused to the package during delivery.
- Uber also does not maintain insurance for packages.