

Mobile Device Shipments: Delivery Help

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Author: {'link':

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AT&T; Does not require a signature

Verizon Signature required for all mobile device shipments via UPS or FedEx (This is contractual and there are no exceptions)

UPS and FedEx will make 3 attempts to deliver before they will start the return to sender process. They will leave a hanger stating they missed you, giving you the option to pick up the package. You **MUST** take action by contacting your local UPS/FedEx hub.

UPS: Customer Support 1-800-742-5877 (Option # 3 Third Party) Hearing Impaired: 1-800-833-0056

Provide the tracking number and they will provide you with the address of the hub location to pickup your package or ask for another delivery attempt. Additional Delivery Attempts: 3 more attempts (can only be requested once) Pickup: You have 5 days to pickup your package before it is returned to the sender. (door tag and a government-issued photo ID are needed for pickup)

FedEx: Customer Support 800-463-3339 or FedEx Delivery Manager

Provide the tracking number and they will provide you with the address of the hub location to pickup your package or ask for another delivery attempt. Additional Delivery Attempts: 3 more attempts (can only be requested once) Pickup: You have 5 days to pickup your package before it is returned to the sender. (door tag and a government-issued photo ID are needed for pickup)