

International and out-of-state students who will be living in the residence halls may have luggage shipped to the University prior to their arrival on campus for the Fall 2023 semester. **Luggage is stored at no cost to the student.**

Where do I send my packages?

- All packages should be addressed as follows:
**Residential Life Luggage Program
Physical Plant/CDS
University of Massachusetts
360 Campus Center Way
Amherst, MA 01003**
- **The student's name, student UMass email address and home address must be written clearly on the outside of the package.** This is the only way we know the box belongs to you so it **CANNOT** be a parent's name or a third-party vendor (RHA linens program with Dormify, previously OCM, excluded).
- It is helpful to keep tracking information handy in case we need it.

Are there any restrictions?

- Due to space limitations, we **CANNOT** accept bicycles, refrigerators, or other boxes that cannot be carried easily by one person.
- **Residential Life will not be held responsible for items lost or damaged in handling.** We advise against sending valuable or fragile items (like computers or TVs) because of the amount of additional handling each box may receive. Please send these when they can be delivered directly to you in your residence hall.
- Hazardous materials will be refused.
- We will not accept packages from a third party (i.e., Dell, Bed Bath & Beyond, Target, Amazon, etc.), with the exception of the RHA linens program. All other third party packages will be refused and returned to the sender.

When can I send my packages?

- Please plan for your packages addressed to the Luggage Program to arrive between August 1st and August 25th.
- **Luggage will not be accepted prior to July 31st or after August 25th.**
- Beginning August 25th, packages must be addressed directly to the student's residence hall address. Packages sent to residence hall addresses prior to August 25th may be refused or delayed.

How do I get my packages once I arrive on campus?

- You will receive two emails to your UMass account.
 - The first email will be sent from the Luggage Program when your package arrives on campus. **Please note that your package will not be available for pickup at this time.**
 - The second email will be sent from your Residential Service Desk. This email will include details about picking up your package.
- All packages that arrive on campus on or before August 25th will be delivered to Residential Service desks and will be available for pick up after 1 pm on August 29th.
- Any packages received after August 25th will be delivered and available at the Residential Service Desks September 5th.

It is VERY important to be sure to bring a few days' worth of clothing, toiletries, and medications in case you are unable to get your packages right away.

Questions may be directed to Residential Services at 413/577-7777 or residentialservices@umass.edu.