

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 2025 semester. **Luggage is stored at no cost to the student.**

Where do I send my packages?

- All packages should be addressed as follows:
**Residential Services 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.
- 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 Services 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, Walmart, Target, Amazon, etc.). 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 4th and August 22nd.
- **Luggage will not be accepted prior to August 4th or after August 22nd.**
- Beginning August 23rd, packages must be addressed directly to the student's residence hall address. Packages sent to residence hall addresses prior to August 23rd may be refused or delayed.

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

- You will receive an email to your UMass account from your Residential Service Desk. This email will include details about picking up your package. Whenever possible, Residential Services will deliver luggage to your room before check in but this service is not guaranteed.
- All packages that arrive on campus on or before August 22nd will be delivered to Residential Service desks and will be available for pick up after 1 pm on August 26th.
- Any packages received after August 22nd will be delivered and available at the Residential Service Desks September 2nd.

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.