

## Will all of my online orders be delivered into the Apartment Locker?

No, only your orders from Amazon will be delivered into the Locker. Additionally, Amazon orders that are too large or heavy cannot be delivered into the Locker. Instead, those items will be placed where you've been previously receiving your deliveries.



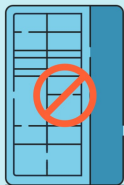
## How do I pick up my packages at the Locker?

You'll need a smartphone with the Amazon Shopping app in order to connect to and pick up at the Locker using Bluetooth. Once your package is delivered to the Locker, you'll receive a package delivery email. Tap the "Start pickup" button in the email on your smartphone and then follow the instructions.



## Didn't receive an email about the Locker?

If you haven't received an email about the Locker, it means that this apartment building has not been set as your default delivery address yet. In order to use the Locker, you'll need to go to Your Addresses on Amazon.com and tap "Set as default" on the address for this apartment. Once that is complete, your future Amazon orders will be delivered to the Locker.



## Don't have a smartphone or want to opt out of using the Locker?

You cannot pick up your packages at the Locker without a smartphone. You can opt out of using the Locker and have your packages placed where you've been previously receiving your deliveries instead by changing your delivery preference in the Your Addresses page on Amazon.com. Tap "Add delivery instructions" for your address and then uncheck the Locker option in the "Where should we leave your packages at this address?" menu. This will prevent your future Amazon packages from being delivered to the Locker.

For any questions or comments, email [AptLockerFeedback@amazon.com](mailto:AptLockerFeedback@amazon.com)