



selling points to use with potential residents



convenient/time-saving amenity

- Resident packages are delivered directly to their door on their chosen day & time.
- No need to wait for on-site teams availability to receive packages.



safety & security

- Residents have the option for “**leave at door**” or “**do not leave at door**” delivery preference.
- Fetch captures a photo of delivery for “leave at door” and sends photo confirmation to residents.



personalized service

- Fetch accepts and delivers 100% of packages.
- Residents have the ability to set "Vacation Mode".

general resident questions

1 what is fetch?

Fetch delivers packages from any major carrier directly to your residents' doors. Residents choose the day and time for delivery (same-day or any day) and fetch takes care of the rest.

2 how does it work?

All resident packages are shipped to our secure fetch facility. Once we receive the package, our team notifies the resident via email or text and the resident can then set their ideal time for delivery (same-day or any day). Fetch then delivers the resident's package directly to their door.

3 why are you switching to fetch?

The volume of packages have been so high that we can't provide residents with the level of delivery service that they deserve. This is a great solution that gives residents a higher level of secure service.

4 do I have to sign up for fetch?

Creating an account and using your Fetch code when ordering is critical to the success of your resident's delivery experience. Packages are sent to our local facility and connected to each Resident's account through this information. Not using an account will result in longer delivery times and require a manual process to connect their packages to their apartment.

5 won't using fetch mean my packages will be delayed?

All package delivery and management will be handled by Fetch. Fetch receives packages earlier than standard residential delivery because of their commercial dock address, and has dedicated drivers and routes with major carriers which all helps residents receive packages faster and more securely. If residents have any problems with delivery, we have a full-service team ready to help! Reach out through our app.

operational questions

1 when will fetch deliver my package?

Fetch offers flexible delivery windows throughout the week as well as access to same-day delivery.

2 what if I'm not home during my selected window?

It depends on how your preferences are set. If you've selected the **"leave at door"** preference, our driver will knock before placing the package at your door. In this case, you'll receive photo confirmation that the package has been delivered. When you select **"do not leave"** our driver will knock, and if there is no answer, they will put your package back in the van and return within 30 minutes. If you're not home a second time, your package will return to our fetch facility until delivery is rescheduled by the resident. **Watch video for more information.**

3 can I pick up my package at the fetch facility?

Absolutely. Just select "pickup request" within the iOS or Android app and we'll have it ready for you. Pickup hours are 9 am–7 pm on weekdays and 9 am–5 pm on weekends.

4 what packages will fetch accept?

If it's from a major carrier, we accept it. As long as it comes in a box or wrapping and doesn't exceed 10ft x 6ft x 6ft and/or 300lbs per package. Furniture, large rugs, tires, we've seen it all. Fetch also accepts refrigerated deliveries such as Hello Fresh, Blue Apron, etc. Our facilities are climate controlled with available cold storage.

5 can I receive same-day delivery?

You bet. Every package should be available for same-day delivery. If not, don't hesitate to reach out through our app, and we'll do our best to accommodate you.

handling complaints

"I don't want to use another address for delivery"

Your Fetch address is a "prioritized shipping address", meaning that Fetch has the ability to get you your packages faster than a standard residential delivery. The Fetch facility is also secure and they carry an insurance policy in case something happens to your package. They're no different than a third party Amazon or FedEx warehouse which are operated in the same way. **Watch video for more information.**

"I rarely order online"

Even if you order things online very rarely, the average cost of such a personalized delivery service still offers a great value.

need help?

download and contact us through the **Fetch app**

