faq's

fetch

1 what is fetch?

Think of us as your personal delivery experts. We deliver packages from any major carrier directly to your door. You choose the day and time for delivery (same-day or any day) and we'll take care of the rest.

2 why do I have to change my shipping address?

You can think of your Fetch shipping address as a P.O. box that delivers to you! Your Fetch shipping address is our facility address with your unique Fetch code identifier that tells us which apartment to deliver to. We receive your package at our facility, notify you, and then you choose a delivery window that works for you! Creating an account and using your Fetch code when ordering is critical to the success of your 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 your packages to your apartment.

3 are my packages safe?

We care for your belongings as if they are our own. Our facilities are climate-controlled and we use refrigeration for all cool climate and perishable shipments. When you're ready for delivery, your packages are safely delivered by one of our friendly background-checked Fetch couriers.

4 will my packages be delayed through fetch?

Quite the opposite! We have relationships with all the major carriers and priority commercial address status so carriers bring us the packages earlier in the day before they start residential routes. This is what allows us to get your packages to you faster.

5 how long can I store my package at fetch?

Going on vacation? We will hold your package for 60 days. Simply set the delivery time when you would like to receive them.

6 what about food orders?

All groceries and other true on-demand deliveries (Favor, GoPuff, Instacart, Amazon PrimeNow/-Fresh, Pizza) should be sent to your current location. These drivers will always communicate and transact directly with you, so there would be no need for Fetch to accept them on your behalf.

7 what liability is fetch responsible for?

We assume the same standard liability that all major carriers assume and carry an extensive insurance policy. If we receive it damaged from the carrier (Ups, FedEx, Amazon, USPS, DHL, etc) we will typically notify you to make you aware so that you have the option to reject or return to sender. We are here to take care of you!

8 how do I contact fetch?

Reach out to us via the Fetch App for any help.

need help?

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