

Terms and Conditions

General

The Mail Center provides mail services to the BYUH university community. This includes all USPS in-bound and out-bound mail and its distribution as it relates to all faculty, staff, on campus and rental occupants. It is not available for the personal use of university employees unless a personal rental has been opened.

Your Account

You are solely responsible for maintaining the confidentiality of Your account and password(s) and for restricting access to your computer and/or devices. You agree to accept responsibility for all activities that occur under Your account. BYUH/Mail Center is not responsible for any information traded between persons that results in loss of retrieved items or miss placed packages/items.

Package Lockers

Current occupants (faculty, staff, on campus and rental occupants) are able to receive packages through the Delivery Package Locker system as long as they are affiliated with the University. An email is sent to recipient as package is placed in the locker bank. The auto notification email generated by the lockers provides a pin or scan code for package pick up. Lockers are located at the Mail Center which is located in the Aloha Center. Access to the lockers are available during the Aloha Center operation hours. BYUH/Mail Center is not responsible for any information traded between persons that results in loss of retrieved items or miss placed packages/items.

Package Locker Access Restriction

BYUH Mail Center reserves the right to terminate the use of the Package Lockers to individual occupants that continue to allow their items to expire. The notification email states there is a 24hour window for pick up, and also provides the exact time and date of the expiration. Items may be available through the pickup window. BYUH Mail Center reserves the right to refuse service, terminate accounts, remove name from Package Lockers.

Expired Items from Package Lockers

BYUH Mail Center reserves the right to return to sender any package/items that has not been claimed over a two-week period following the 24hour pick up notification. Each notification email provides date and time of the expiration. An expired notification email is also sent to recipient when item has been removed from the Locker bank.

Personal Mail

Personal mail is any mail that does not relate to BYUH or your position at BYUH, such as bank accounts, utility bills, and packages. Rentals are available for Faculty, Staff and Students for a fee. Rental conditions are included in the rental contract.

Campus Mail

Campus Mail service is available between departments/individual. Departments and or individuals are able to send correspondence across campus.

Retail Service Counter

The retail service counter provides USPS mailing services to customers. Stamps, postage, and packages can be mailed to domestic and international addresses. BYUH Mail Center reserves the right to refuse items that are not addressed, labeled or packaged according to USPS regulations and guidelines. Mailing services for private carriers is not available.

Pick-Up Window

The pick-up window is used for all in-bound letters, magazines, flat envelopes and packages when being picked up by recipient. An email notification is sent for each item with a designation number or location. A photo ID must be presented for pick-up. If mail needs to be picked up by a friend a request email must be sent to mailcenter@byuh.edu by the recipient providing friend's name and what item will be picked up.

Change of Address

A change of address can be done on the Mail Center webpage located on BYUH.edu website. Each individual should keep their mailing address current. BYUH Mail Center is not responsible for any mail items that may be returned to sender because recipient neglected to update their address.

Address Cancellation Policy

Faculty and Staff usage of the BYUH address is canceled upon termination of employment. All on campus occupant contracts are automatically canceled upon checking out of on campus housing. All rental contracts are canceled on graduation day of rented semester or at the end of the rented month, specified on the contract. All canceled individuals are removed from package locker and in-house tracking system.

Change in Terms and Conditions

BYUH Mail Center reserves the right to change the Terms and Conditions at any time. The most current version will supersede all previous versions. Mail Center encourages you to periodically review the Terms and Conditions.