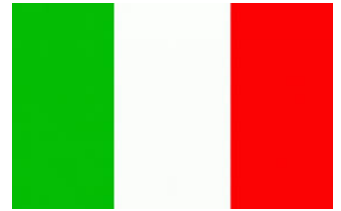


**ITALY**



## **UPS HOME DELIVERY**

Telephone number for recipients **+39 (0) 2 30 30 30 39**  
Website for recipients [www.ups.com/it](http://www.ups.com/it)

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Standard number of delivery attempts **3\***

\*After the 1<sup>st</sup> unsuccessful delivery attempt and if an Access Point is available in the area (approx. 5-10 minutes from the delivery address), the parcel will be redirected for collection and the customer will be notified. Parcels are waiting for collection in Access Points for ca. 6-7 calendar days before being returned to the sender.

If no Access Point is available, the 2<sup>nd</sup> and 3<sup>rd</sup> delivery attempts will be automatically made on the following days. In case a delivery attempt is not successful, the parcel will be redirected to the local UPS depot. The recipient can re-arrange delivery contacting the carrier via the official website or by phone. In the case of exhaustion of possible delivery attempts and if UPS doesn't receive any further instructions, usually after 6 calendar days, the parcel will be returned to sender.

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General delivery window **Monday – Friday 08.00-18.00h**

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Communication **Email**

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