

# Mailbox Policy

## **My mailbox was knocked down during the snowstorm. How do I get it fixed?**

Maintenance of the mailbox and supporting structure is the responsibility of the postal patron. Please inspect your mailbox on a regular basis to ensure your post is in good condition and that the mailbox is adequately secured. From our experience, plastic mailboxes are not well-suited for placement along county highways. Occasionally during snow plowing, mailboxes are damaged. More often than not, this damage is caused by wet or heavy snow thrown from the plow. However, on rare occasions plows may accidentally impact the mailbox. In either case, such damage will interrupt your mail service. If this happens to you, there are two options you can choose from to repair your mailbox:

- 1) You may be eligible for reimbursement of actual costs up to a maximum of \$100 under the following conditions.

-Design and placement of replacement mailbox must be in accordance with the guidelines of the U.S. Postal Service.

-You must provide us with a paid receipt for replacement materials.

-It must be at least 5 years since a mailbox payment was made for the address based on damage from snow.

- 2) Maintenance personnel will fix or replace your post and mailbox with basic materials.

Regardless of the choice made, you must notify the Highway Department as soon as possible so that we may investigate the incident to determine if our personnel were in your area and responsible for the damage. Please contact us at (618)524-5227 if you suspect we damaged your mailbox.

