

MAIL AND PACKAGE GUIDELINES

Follow these guidelines to ensure that you receive/send mail smoothly while abroad.

IMPORTANT: Receiving Packages

We do not recommend having any packages shipped to or from Italy (especially if important or expensive).

- Packages are costly to mail and you will likely have to pay an additional (sometimes significant) fee and import tax upon arrival.
- Depending on the package's contents or value, it may be stopped by customs, which means your package may be delayed, lost, or sent back to the sender.

Verto Education **may refuse FedEx/DHL/UPS deliveries for packages.**

- FedEx/DHL/UPS often have unpredictable charges.
- Verto will only accept FedEx/DHL/UPS deliveries for packages if you leave the money for the package fee at the Study Center front desk before the package is delivered. The Verto staff cannot make payments up front on behalf of students.
- Packages from FedEx/DHL/UPS which have not been paid in advance or on-site before delivery date will be refused and will be automatically deferred back to the depot, where they can be picked up and paid for.
- In some cases, FedEx/DHL/UPS allow a notice period. If this is the case Verto staff will inform you of the cost of the package to be delivered and you will be responsible to hand in the cash at the front desk before the package delivery date.

If absolutely necessary, you may use the US Postal Service (USPS) for packages. We advise you to consult staff on site if an incoming package is absolutely necessary. Additionally, if you must have something valuable sent to you, make sure that the sender pays for insurance.

Receiving Flat Mail

Please send all mail to the Verto Center in Florence - **NOT** to your student apartment.

The study center address is:

Your name
c/o Verto Education
Corso Italia 17, 50123
Florence, Italy

NOTE REGARDING YOUR HOUSING ADDRESS: You will receive your student apartment address closer to the start date of your abroad experience along with details on your housing placement

and further arrival day details. Again, never direct mail to that student apartment address once received because you do not have access to the building mailbox.

Where do you pick up mail?

Your mail will arrive at the Verto Center front desk and you will be notified via email. The staff personally receive and store all items that come through—so no worries about missing deliveries!

Sending Letters

During Verto Discovery Week (your first week on-site), you may ask staff on site about the best process for mailing flat envelopes back home to family and friends.