

### **What is Amazon Hub Locker?**

Locker is a secure, self-service kiosk that allow you to pick up your package at a place and time that's convenient for you — even evenings and weekends. No more worrying about packages left at your door while you're out.

### **Where are IESE Lockers located?**

On North Campus, at the entrance to the parking lot. Accessible 24/7.

In the H building, in the Courier Services area, Monday through Friday from 9:00 a.m. to 7:00 p.m.

### **How do Lockers work?**

It's easy – customers simply add an Amazon Locker to their Amazon address book and select the location as the shipping address during checkout. Once a package is ready for pickup, customers receive an e-mail with a unique 6 digit code that they'll use to remove the package from the designated slot.

Prime members, of course, will be able to get their packages with FREE Two-Day, One-Day and Same-Day Shipping. There is no additional cost to use an Amazon Locker you'll see all available options for your order during checkout.

### **Can I have something like a mattress delivered to a Locker?**

No. Most items on Amazon.com can be delivered to a Locker, but there are a few restrictions, like an item's size and weight. To learn more about product eligibility, visit [amazon.com/locker](https://amazon.com/locker)

### **What about returns?**

This is another convenient aspect of Amazon Hub Locker. If you want to make a return, you can drop it off at a Locker regardless of where it was originally delivered.