



# PRESS RELEASE

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FOR IMMEDIATE RELEASE

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## Package Thieves: Raiders of the Front Porch

Westmont, Illinois

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Whether it's everyday household supplies or big-ticket holiday gifts, package thieves are on the lookout for unattended deliveries. Many thefts occur on the front porch during early afternoon hours; after the delivery truck has made its rounds but before anyone has arrived home from work or school. Package thefts can also happen inside apartment and condo buildings when non-residents gain access to common areas. The Westmont Police Department would like to share the following suggestions on how to protect your deliveries and what to do if you suspect a package was stolen.

### Ways to reduce the risk of package theft:

1. Require a signature for all deliveries, or...
2. Set-up a delivery to your work address, to another family member, or to your neighbor's house (if they plan to be home).
3. Plans change and you suddenly have to leave town. Companies like UPS and Fedex allow you to change your delivery address after packages have already shipped. USPS offers a mail hold service for up to 30 days. You can also reroute your shipment to a shipping company's retail pick-up center, if they have a location nearby.
4. Love to shop on Amazon? Have your items delivered to an Amazon Locker here in Westmont, or in any town that's convenient for you.  
<https://www.amazon.com/gp/help/customer/display.html?nodeId=201910840>
5. Keep apartment and condo buildings secure by taking deliveries at the security door. Don't buzz in anyone you don't know personally. Report suspicious activity right away.

### A notification says the package was delivered, but you haven't received it. Was it really stolen?

1. Check the tracking feature on the seller's website (if available) and the shipping company's website to find out if your package has been delayed. For example, international packages often need an additional 3 weeks or more to finish processing through customs. Disasters or severe weather can cause delivery delays. Expect longer delays around major holidays.



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2. Look in bushes, waste bins, outdoor ottomans, enclosed shelf units or any other “hiding places” where the delivery driver may have placed your package. Sometimes this can happen with the best of intentions, but if the package is left in a garbage can, you’ll never think to look there before it’s hauled away!
3. Check with neighbors to see if the package was mistakenly delivered to their address.
4. Contact the seller. Tracking systems can glitch now and then. Sometimes items haven’t left the warehouse but the tracking system says it was delivered yesterday.

## **Your package is confirmed stolen. Now what?**

1. File a police report with an officer, either at your home or at the police station. We want to be aware of any criminal activity affecting you and your neighbors.
2. Contact the seller to discover what steps they’re willing to take to replace your stolen items.
3. If the seller can’t help, contact the delivery service. USPS, UPS, Fedex and many other shipping companies have online claims services that make it easy to file for a refund. Note: insurance claims often require a police report.
4. If the seller and delivery service aren’t able to resolve the issue, reach out to your credit card company and inquire about any protections that may be included in your card agreement with them.

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