



Member Login

Getting Started

Why USAMail1?
Testimonials
FAQ
Rates
Sign Up

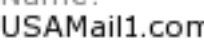
Services

US Mailing Address
US Phone Numbers
US Corporations
US LLCs
Rental Mailbox
Consolidating
Mail Forwarding
Flexible Shipping
Fax Service
Document Scanning
Freight Forwarding
Personal Shopper

Tools

Shipping Calculator
Dim Weight Calculator
Metric Converter
Currency Converter
USA Postal Holidays
Rural Surcharge Listing
Intl Country Codes
US Embassy Directory
Do Not Ship List
Track Your Package

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17-Jan-12 19:35 GMT

FAQ

[I am looking for a USA mailing address in order to forward mail to myself. Can I do that with your service?](#)

[What will my USAMail1 address look like?](#)

[I travel constantly and frequently stay in different locations. Can you get my correspondence to me?](#)

[Can more than 1 person share a mailbox?](#)

[Will you receive UPS, FedEx or DHL shipments for me?](#)

[Can Corporations have a mail forwarding services?](#)

[How do you ship my correspondence or packages? How long do shipments normally take?](#)

[Can I choose to have packages shipped to me via USPS?](#)

[How often will you send me the contents of my box?](#)

[How long can I hold mail in my mailbox?](#)

[Do your shipping rates include customs, tariffs and taxes?](#)

[Do you consolidate my items? How much do you charge for consolidating?](#)

[Why was I charged for a heavier weight if my package was lighter?](#)

[Can you ship Hazardous Material?](#)

[How do I open an account with USAMail1.com?](#)

[How can I pay for my USAMail1 charges?](#)

[Where can I find the USPS Form 1583?](#)

[To which address should I mail it once it is duly filled, signed by me and notarized?](#)

[What's a Notary, and where can I find one in my country?](#)

[For a family, how many USPS forms 1583's need to be filled out?](#)

[What is your policy regarding customer privacy and confidentiality?](#)

[Can I fax or e-mail my USPS Form 1583 to you?](#)

[Can I start giving out my new USAMail1 address that you sent me in the welcome e-mail?](#)

[I don't have a company, what should I write on the USPS Form 1583?](#)

[Which IDs can I provide for the USPS form 1583?](#)

[What do I need to do to close my account?](#)

I am looking for a USA mailing address in order to forward mail to myself Can I do that with your service?

USAMail1 is authorized to set up a personal or business mailbox for you in the United States. After you fill out and return Form 1583 we can receive mail for you. You will see your mail online and get an email alert when new mail comes in if you choose to. You may store your mail in our facilities or ship your mail to yourself in the United States or any country in the world at your convenience.

[Back to Top](#)

What will my USAMail1 address look like?

Your Name #(Your Personal Mailbox Number)
616 Corporate Way, Suite 2
Valley Cottage, NY 10989

[Back to Top](#)

I travel constantly and frequently stay in different locations. Can you get my correspondence to me?

Many of our customers are frequent travelers. USAMail1 can forward your correspondence and merchandise to different addresses, including hotels. When choosing to ship your item, just select the address to ship to from your online address book, or enter a new address to ship to.

[Back to Top](#)

Can more than 1 person share a mailbox?

Yes! You may add up to 3 additional names onto your mailbox. A form 1583 is required by the United States Postal Service for each additional name on the mailbox. There is a one time setup fee for each name. Please check the rates page for more information.

[Back to Top](#)

Will you receive UPS, FedEx or DHL shipments for me?

Yes! Your USAMail1 Account is not a POBox and we can therefore receive courier shipments.

[Back to Top](#)

Can Corporations have a mail forwarding services?

Yes! Business entities and Corporations may also have a USA mailing address through their USAMail1 account. The regular Unites States Postal Service form 1583 must be filled out by a representative of the company.

[Back to Top](#)

How do you ship my correspondence or packages? How long do shipments normally take?

USAMail1 is a certified DHL, UPS Fedex and USPS shipper. We ship through one of these companies direct to your door. You shipments are trackable and in good hands. Shipments can take from 24 hours to not more than 5 days. Normally documents arrive faster than shipments including merchandise.

[Back to Top](#)

Can I choose to have packages shipped to me via USPS?

Yes! Unlike many other mail forwarding services USAMail1 can forward your packages via USPS. We support all shipping methods, including FedEx, DHL, UPS and USPS.

[Back to Top](#)

How often will you send me the contents of my box?

You decide on the frequency that your mail is sent. You can set your account to ship automatically every week, 2 weeks, once per month, or only when you login into your account and select items to ship. You can change your shipping settings at any time.

[Back to Top](#)

How long can I hold mail in my mailbox?

The first 45 days from when we receive your package are free. After that time there is a minimal storage fee if you are not ready to have your items shipped to you. Please check our rates page for storage fees.

[Back to Top](#)

Do your shipping rates include customs, tariffs and taxes?

USAMail1 rates include all door-to-door shipping costs. However, any costs related to customs, taxes or import fees are not included and may vary from country to country and over time. Your local customs office can give you detailed information about this topic. USAMail1 does not have this information.

[Back to Top](#)

Do you consolidate my items? How much do you charge for consolidating?

USAMail1 does offer consolidating services. There is a flat-rate per box for consolidating. Most times this results in savings on the shipping costs for you. The flat-rate consolidating fee is non-refundable.

[Back to Top](#)

Why was I charged for a heavier weight if my package was lighter?

Shipping companies calculate packages that are not standard sizes by their dimensional weight. USAMail1 supplies a Dimensional Weight calculator for its members when they are logged into their account so shipping costs can be more accurately assessed. You may find dimensional weight calculators at these links on the major shipping websites:

<http://www.dhl-usa.com/IntlSvc/dimweight/>

<http://www.fedex.com/cgi-bin/>

http://www.ups.com/content/us/en/resources/prepare/dim_weight.html

[Back to Top](#)

Can you ship Hazardous Material?

Due to air cargo regulations we cannot ship hazardous materials. Examples of items that cannot be shipped are perfume, hair spray, spray paint, and any other flammable or pressurized items.

The Department of Transportation (DOT) restricts air shipment of certain items that could contribute to an on-board fire or other hazard. These include aerosols or products with flammable chemicals that have potential to explode in flight, such as rubbing alcohol, nail polish or nail polish remover, products or medications in pressurized spray cans, such as hairspray, shaving cream, and inhalers.

For a listing of hazardous products that cannot be shipped, please visit the link below:
http://pe.usps.com/text/pub52/pub52c6_002.html#NL508_3

[Back to Top](#)

How do I open an account with USAMail1.com?

Go to USAMail1.com, click on the [SIGN UP](#) link and follow the easy sign-up steps. In a few minutes you will have your own USA Mailing Address.

Once your account is set up you will be able to print the Form 1583 which is required by the United States Postal Service for us to receive mail on your behalf.

You need to print out the form and send us two signed copies of USPS Form 1583 which you will receive at the end of the signup process. Print out the form and take it to a notary, a lawyer or your local bank to get an official stamp. You can mail it to us together with photocopies of two forms of ID (for example a driver's license or national ID document), or you can email us an electronic copy of the document. If you send us a photocopy of a current passport then the form does not need to have an official stamp.

[Back to Top](#)

How can I pay for my USAMail1 charges?

There are two ways that you can pay for a USAMAIL1.com account:

1. With an international credit card with the American Express, Visa or MasterCard logo
2. Via Paypal

[Back to Top](#)

Where can I find the USPS Form 1583? To which address should I mail it once it is duly filled, signed by me and notarized?

At the end of your sign up you will be able to print out your form 1583. You will also receive an email confirming your signup and giving you a link to your form 1583. Also, whenever you log into your account you will have a link there to view and print your form 1583.

Once you fill in the form and have it notarized, please mail your form with copies of 2 forms of identification to:

USAMail1
616 Corporate Way, Suite 2
Valley Cottage, NY 10989
USA

[Back to Top](#)

What's a Notary, and where can I find one in my country?

A Notary Public is someone with legal authority to witness a signature. Any notary public may certify your signature. If you are not able to find a notary public you may also have a lawyer or local bank witness your signature.

[Back to Top](#)

For a family, how many USPS forms 1583's need to be filled out?

Spouses may complete and sign one Form 1583. Two items of valid identification apply to each spouse. A guardian must list the names and ages of minors receiving mail at their delivery address in box 12 of the USPS form.

[Back to Top](#)

What is your policy regarding customer privacy and confidentiality?

We understand and share our customers' concern for confidentiality. The privacy of our customers is of utmost importance to us. Therefore it is our policy never to sell or give out the names, addresses or any other information about our customers. We would only provide information about your address to a judicial authority under court order or subpoena and never to private citizens.

[Back to Top](#)

Can I fax or e-mail my USPS Form 1583 to you?

The USPS Form 1583 is a legal requirement of the United States Postal Service. You can email a scanned copy of your signed, notarized form to custservice@usamail1.com. However, we are unable to accept faxed forms at this time. You can also send your duly completed forms by express mail or a reliable courier service.

[Back to Top](#)

Can I start giving out my new USAMail1 address that you sent me in the welcome e-mail?

You can begin giving your address out immediately to your friends and suppliers, provided that you send your Form 1583 to us right away. USAMail1 will receive correspondence on your behalf as of the moment you sign up, but if after 30 days we have not received your USPS Forms 1583 and copies of ID documents we will return the correspondence to sender. As soon as we receive your documents (USPS Form 1583 and two forms of I.D.) your box will be completely active and you will be able to request shipments of its contents.

[Back to Top](#)

I don't have a company, what should I write on the USPS Form 1583?

You do not need to have a company to have a USAMail1 mailbox. You can leave the company information on form 1583 blank. Your USAMail1 account will be opened in your personal name.

[Back to Top](#)

Which IDs can I provide for the USPS form 1583?

Two types of identification are required. One must contain a photograph. Acceptable identification includes: valid driver's license or state non-driver's identification card; armed forces, government, university or recognized corporate identification card; passport or alien registration card or certificate of naturalization; current lease, mortgage or Deed of Trust; voter or vehicle registration card; or a home or vehicle insurance policy.

Unacceptable forms of identification include: Social Security cards, credit cards, and birth certificates.

[Back to Top](#)

What do I need to do to close my account?

You may cancel your USAMail1 account at any time. To cancel your account, login to USAMail1, click on 'Manage My Account', click on 'Cancel My Subscription'

[Back to Top](#)

Information for Shipping and Mail Forwarding from USA by Country

(Click Here for Full Listing of Countries USAMail1.com Services)

Shipping & Mail Forwarding to Australia | Shipping & Mail Forwarding to Austria | Shipping & Mail Forwarding to Belgium
Shipping & Mail Forwarding to Brazil | Shipping & Mail Forwarding to Canada
Shipping & Mail Forwarding to China | Shipping & Mail Forwarding to Denmark | Shipping & Mail Forwarding to Finland
Shipping & Mail Forwarding to France | Shipping & Mail Forwarding to Hong Kong | Shipping & Mail Forwarding to Ireland | Shipping & Mail Forwarding to Japan | Shipping & Mail Forwarding to Kenya
Shipping & Mail Forwarding to Mexico | Shipping & Mail Forwarding to Netherlands Antilles | Shipping & Mail Forwarding to New Zealand
Shipping & Mail Forwarding to Norway | Shipping & Mail Forwarding to Poland
Shipping & Mail Forwarding to Russian Federation | Shipping & Mail Forwarding to Singapore | Shipping & Mail Forwarding to South Africa | Shipping & Mail Forwarding to South Korea | Shipping & Mail Forwarding to Spain | Shipping & Mail Forwarding to Sweden | Shipping & Mail Forwarding to Switzerland | Shipping & Mail Forwarding to Taiwan | Shipping & Mail Forwarding to Thailand | Shipping & Mail Forwarding to United Kingdom | Shipping & Mail Forwarding to United States

CONTACT US

We're not around, but we'd love to hear from you.

Click HERE and enter your name

Click HERE and enter your email