



Mailbox 101: Frequently Asked Questions

APPROVED & TRUSTED

Q: Are Architectural Mailboxes USPS approved mailboxes?

Yes. Every Architectural Mailboxes product that requires USPS approval is formally reviewed by USPS Engineering and officially approved by the U.S. Postal Service. We design, test, and certify our residential mailboxes to meet stringent USPS specifications and standards, no shortcuts.

Q: Who makes Architectural Mailboxes and where are they designed?

All Architectural Mailboxes products are designed in the USA, and the brand is headquartered in Taylorsville, Mississippi, where our team averages more than 18 years of service. In other words, we know mailboxes. Products are manufactured both domestically and at facilities around the world, with country of origin marked on every package. Each one is built from high-quality, weather-resistant materials and meets or exceeds USPS testing standards.

HOW LOCKING MAILBOXES WORK

Q: Do I need to give my mail carrier a key to a locking mailbox?

Nope, no key needed. Every Architectural Mailboxes locking mailbox is designed so your carrier delivers through a concealed mail slot or hopper door, same as any curbside or wall mount mailbox. The key stays with you, and you're the only one who can open the locked compartment.

Q: How does a locking mailbox work?

Easy. Incoming mail passes through the mail slot or hopper door and drops into a locked interior compartment. When you're ready, just unlock the access door with your key. Until then, your mail sits safe from mail theft, dry, and out of reach.

INSTALLATION MADE EASY

Q: What mailbox post fits my mailbox?

We made this one simple! Every Architectural Mailboxes mailbox and post carries a Compatible With letter code, and matching letters mean a perfect pair. You'll find the codes on product pages and packaging, so there's no guesswork at checkout.

Q: Does a post mount mailbox come with mounting hardware?

Architectural Mailboxes post mount mailboxes do not include mounting hardware. The hardware you need depends on the post your mailbox attaches to. Every post is different. Hardware IS included with all Architectural Mailboxes posts and 4x4 wood post adapters.

Using an existing post? Check the mounting hole diameter and pattern in your mailbox instruction sheet to find exactly what you need.

Q: How do I install a mailbox or mailbox post?

Every Architectural Mailboxes product includes step-by-step installation instructions right in the package, covering the tools you'll need and each stage of the install. Most mailboxes and posts can be installed in an afternoon with basic tools.

Q: What are the USPS mailbox height and placement requirements?

Contact your local Post Office before installing to confirm correct placement. Per USPS mailbox height guidelines, post mount mailboxes are generally installed 41 to 45 inches from the road surface to the inside floor of the mailbox where mail is placed. For locking mailboxes, measure to the lowest edge of the mail entry. The front of the mailbox should sit 6 to 8 inches back from the curb or edge of the road.

CLEANING & CARE

Q: Can you paint a mailbox?

Yes, but painting your mailbox will void the product warranty. Our mailboxes are powder coated for lasting weather protection, so we don't recommend painting over that finish. If you choose to paint anyway, wipe the mailbox down with rubbing alcohol to remove dirt and oil, let it dry, then apply an outdoor primer and paint for best results.

Q: How do I clean an outdoor mailbox?

Rinse with clean water to remove debris, then gently wash with mild soap and water. On powder coated finishes, automotive wax or a light lubricant like WD-40 helps remove stubborn spots and refresh the color. On brass or copper, stick to soap and water only, no oils, waxes, alcohol, or solvents. Natural aging on brass and copper is normal and adds character.

WARRANTY & SUPPORT

Q: Does Architectural Mailboxes have a warranty?

Yes, our products are backed by a manufacturer warranty, and periods vary by product category. To file a claim, call Architectural Mailboxes Customer Support at 800-647-7063 with your proof of purchase (original sales receipt), the product model number, and photos of the issue ready, and we'll take it from there.