FAQ's

What is the largest parcel the elephantrunk™ can accept? 11.5" x 9.3" x 7.3"

Can the elephantrunk™ receive more than one (1) parcel? Yes, it can receive multiple parcels.

What are the elephantrunk™ overall dimensions? They are 37.2" high x 17.8" wide x 16" deep

What colors does the elephantrunk™ come in? At present it is available in Black, White, Red and Oil Rubbed Bronze.

Can I install my elephantrunk™ behind a gate in my backyard? It is best to install near the location to which your parcels are typically delivered. If in doubt of your proposed location, speak to your delivery driver directly for his/her recommendation. Most delivery companies are not allowed to enter a backyard. The delivery driver must be able to freely access your elephantrunk™.

Is the elephantrunk™ waterproof? Although weather is always a key factor in the design of any outdoor product, we recommend that you place your elephantrunk™ in a covered area. We also advise that you redirect any sprinklers to prevent them from hitting the elephantrunk™ as this will reduce the life of the finish. Choose a protective location, such as on a porch or under an eave, and away from sprinklers.

Do I have to anchor my elephantrunk™? We highly recommend that you anchor the elephantrunk™ as described in the instructions. You can anchor your elephantrunk™ to a hardscaped or wooden surface. It will require drilling a hole into the surface, so make sure you pick the right location.

What tools are required to install the elephantrunk™? In addition to the hardware that comes with your elephantrunk™ you will need the following; a drill suitable for drilling into masonry or wood, a Phillips head screwdriver, a hex or adjustable wrench, and either a 5/8" masonry bit (if installing in hardscape) or a ¼" wood drill bit (if installing on a wood deck/porch).

Can I order more keys? For added security we, do not keep copies or a record of keys, but we do have key blanks available; please either email a request to et-help@architecturalmailboxes.com or call our Customer Experience Department at 800-464-7491 and they will assist you. We highly recommended that you keep one key in a safe place for duplication. If you lose your keys you will need to replace the entire locking mechanism.

I have lost my keys, what do I do now? You can either email a request to et-help@architecturalmailboxes.com or call our Customer Experience Department at 800-464-7491 and they will assist you with ordering a new locking mechanism.

Missing parts? You can either email a request to et-help@architecturalmailboxes.com or call our Customer Experience Department at 800-464-7491 and they will assist you.

My carrier is still delivering my parcels to my porch, what can I do? If after you have installed the Location Placard next to your front door and they still don't deliver to your elephantrunk™, talk to the delivery driver directly and make him/her aware of its location. In many cases, you can specify where you want your delivery made at the time you make your purchase. For example, type "Please deliver to my elephantrunk parcel drop located on porch" in the special instructions field during checkout. If you are still not successful, we recommend calling the delivery company or call us for assistance at 800-464-7491 or email us at et-help@architecturalmailboxes.com.

Can I use the elephantrunk™ for receiving mail as well as my parcels? The elephantrunk™ parcel drop is NOT intended to replace a mailbox. Its primary purpose is to receive parcel deliveries. However, it is at the discretion of your USPS carrier to decide whether they will deliver mail to it.

Where do I store my outgoing partition? When not in use, it is best to keep it in the lower compartment of the unit so it is readily available and is not misplaced.

I will be out of town and do not want any deliveries while I am gone. How do I communicate this to the delivery company drivers? The elephantrunk™ is equipped with a bright yellow "No Deliveries" indicator to suspend deliveries. This is neatly tucked under the eave of the **elephantrunk™** roof above the incoming door. Simply swing it down in front of the door so the carrier can see it.

How do I clean my elephantrunk™? We recommend that you use a very mild detergent with a soft cloth. Due to the textured surface, try and avoid any material that would leave a residue.

Does the elephantrunk™ come with a warranty? Yes, it comes with a Limited End-User Warranty. This warranty is printed on the carton. You may view this at www.architecturalmailboxes.com under the Downloads/FAQs section. For a copy of this please email a request to et-help@architecturalmailboxes.com or Contact our Customer Experience Department at 800-464-7491 and they will assist you.