



Mailbox Replacement Policy

The City of Marshfield has adopted the following policy for mailboxes damaged directly by City staff during snow plowing:

- Claims must be submitted to the Street Division within 48 hours after damage. All claims will be reviewed by Street Division staff to determine if mailbox can be repaired or needs replacement.
- The City will only replace mailboxes that are physically hit by the snowplow. Any mailboxes that are damaged by flying snow or other vehicles will not be repaired or approved for replacement.
- Only correctly installed mailboxes will be repaired or replaced. Residents are responsible for installing their mailbox to City and Post Office standards.
- All mailboxes that are able to be repaired to working condition will not be replaced. Scratches, dents etc., that do not affect the mailbox from working properly does not constitute a need for replacement. City staff will fix the damage to the best of their ability and the claim will not be approved for replacement.
- All residents whose claims are approved for replacement have two options:
 - 1) Upon request, City staff will install a replacement mailbox. If City staff is replacing the mailbox, the Street Division will provide the replacement mailbox and materials, therefore, no reimbursement of materials or mailbox will be given to home owner. A standard black mailbox and 4x4 posts will be used to replace all mailboxes the Street Division installs.
 - 2) The City will provide reimbursement up to \$50.00 per mailbox damaged by City staff. Reimbursement is limited to material cost only and must be installed by the home owner to City and Post Office standards.
- Residents who choose to purchase and install their own mailbox must complete installation and turn in the receipt and damaged mailbox to the Street Division BEFORE May 1st. All reimbursement approvals are void after this date and will not be reimbursed.
- New mailboxes installed by the home owner must be installed in accordance with City and Postal Service standards.

These diagrams illustrate a properly installed mailbox according to City standards.

