



Lower Gwynedd Police Department

Community Response Unit

Phone-215-646-5303

Email:lgpdcru@lowergwynedd.org



PACKAGE THIEVES AKA PORCH PIRATES

If you were unlucky enough to have a package stolen from your front door, here's what you need to do.

1. If you suspect your package was stolen, the first thing you should do is check your purchase confirmation email for tracking information. Typically, you will receive a tracking number that you can use to track the item's shipping status.

It's normal for shipments to face delays, especially during peak shipping seasons such as the holidays. The shipping status will show you where your package was last registered or the date it was delivered.

2. Check if your neighbors saw it or held on to it for you
3. If it appears that your package has been stolen, contact the seller or retailer that sold you the item. Retailers have different policies and processes for handling stolen items, but you're usually entitled to a refund or a replacement.
4. Many credit cards offer purchase protection that will reimburse you for stolen items — as long as the item was purchased entirely with that credit card and the card issuer is notified within a specified timeframe. Check your credit card provider's website to check for this coverage and to file a claim
5. Most homeowners or renters insurance policies cover stolen packages. Unfortunately, this is only helpful for purchases that are worth more than your deductible.

Given that most homeowners insurance deductibles run between \$500 to \$2,000, filing a claim won't make sense for most stolen packages. Even if the lost item is more than the deductible, you'll need to weigh the possibility of your homeowners insurance company increasing your premiums due to your claim, not to mention the hassle of filing the claim itself.

6. If you see the thief, pay attention to what his or her vehicle looks like and its license plate number. Second to that, get the thief's physical description – gender, approximate height and weight and what they're wearing – so you can tell an officer.