



Frequently Asked Questions

How long will it take to send or receive a parcel?

Shipping methods vary, so please add a day when shipping or receiving all parcels to and from Bald Head Island.

When shipping in-state, should I send my package overnight express?

Shipping throughout North Carolina is a one day process. No need to ship “overnight”

Can I ship wine or alcoholic beverages from IPS?

We are not licensed to ship wine or alcoholic beverages.

Do FedEx & UPS deliver direct to my Bald Head Island home?

UPS and FedEx do not deliver direct to Bald Head Island homes. Parcels are received on the mainland by Shipping & Receiving then sent over to IPS via Monday-Friday barge service. Rental guests as well as property owners must pick up their packages from IPS.

I am shipping several parcels from the island. Where should I ship them from? When can I expect delivery of a package I am receiving on BHI?

Packages can be shipped directly from IPS. Please check our hours of operation, as we are not open on Saturdays or Sundays. Contact your rental management company if you are arriving on the weekend and are expecting a package delivery.

I shipped an “express overnight” parcel and did not receive it the next day.

Time sensitive parcels (i.e. “overnight”) may reach the mainland as scheduled; however if the parcel arrived after the last barge has departed, the parcel will arrive on BHI the following day. Please call before attempting to ship overnight to/from the island.

If my parcel was received after the last delivery to the Island was made, when can I pick it up?

You can either wait for the package to arrive at IPS the next day or you can take the ferry back to Deep Point and pick up the package directly from Shipping & Receiving Monday-Friday before they close at 4:30 p.m. They are located on site at Deep Point Marina.

I received a damaged parcel, what do I do?

Contact UPS or FedEx immediately.

Does IPS ship and receive USPS (United States Postal Service) mail?

We do not send or receive U.S. Mail. U.S. Mail is delivered directly to the BHI Post Office.