

West Midlands Metro Lost Property Policy

In the event that an item of lost property is found on the Metro network the following will apply:

1. The lost item will be handed to and stored at the Metro Centre, Potters Lane, Wednesbury.
2. Items will be stored for 28 days from the date found, except for perishable goods which will be kept for 24hours.
3. Items not collected within the timeframes above will be disposed of or can be claimed by the person who found the item.
4. To reclaim a lost item customers can contact the Lost Property department. A detailed description of the item(s) and date that the item was left will be required.
5. Customers may be asked to provide ID in order to collect an item(s)
6. While every effort will be made to identify the possible owner of lost property (which is likely to involve searching the item) and may include making contact with them, the item will not be returned to that person unless they provide the details set out above.
7. Lost property must be reclaimed in person
8. MML will not mail/courier reclaimed found property back to presumed owner

Enquiries regarding lost property can be made via the following:

Postal Address:

West Midlands Metro (Lost Property)
Potters Lane
Wednesbury
WS10 0AR

Tel: 0121 502 2006 (Monday-Friday 0900-1500)

Email: customerservices@westmidlandsmetro.com