

ESSENTIAL NEEDS

Terms and Conditions of Donations

We rely on the generosity of people to donate items of furniture, kitchen appliances and other electrical and household items which are suitable for reuse.

However, as we resell **all** donated items at low cost to support our local community, we are unable to accept items that we can not sell and would require us to dispose of.

For example, we cannot accept damp, water damaged, very worn or dirty items and all electrical goods must be in working order.

We also cannot accept any soft furnishings, including sofas, chairs and beds which do not have a permanent safety label indicating compliance with the 1988 Fire Regulations. If you are unsure if your item has the required label, please contact us to discuss.

If you are able to bring smaller items into the store that really helps us, but it is advisable to telephone us prior to travelling to check that we can accept your donation.

We will collect larger items from you free of charge if they meet our criteria of suitability and fire/electrical safety.

When we are collecting items of furniture from your house, please ensure there is adequate access and clearance to remove them.

Our driver will have final discretion on acceptance of any items meeting our criteria for donation.

The driver will not be able to accept any items that he determines are likely to cause a risk to the health and safety of our staff or volunteers through their removal.

Unfortunately we can not offer a guaranteed time for collection other than AM or PM but we will do our best to ensure we can meet any time restrictions you may have.

A responsible person must be present on collection.

We always ask our kind donators if they are able to gift aid donated items to us. If you are a current UK tax payer you are eligible to do this at no expense or inconvenience to yourself. We are then able to claim 25% of the sale value from HMRC. We process all claims and we will contact you when we make the claim to inform you how much we are claiming. For further information, please contact us.