

# Donation Questions

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1. **How quickly or what kind of time frame do you need this picked up?**
  - a. Are you moving? If so, please mention when you speak with our team.
2. **Is the item in good resalable condition?**
  - a. No Rips, Stains, Rust, Corrosions, Smoke or Animal Damage (Visible or Odor)
3. **Furniture**
  - a. Is it put together in resalable condition?
    - i. IF NOT, do you have hardware or instructions. If the proper hardware is not present, we cannot take this item.
  - b. Does this item need to be disassembled for us to retrieve it.
    - i. IF SO, please disassemble and place parts/instructions in plastic bag.
  - c. Please clear all items from drawers – It makes the furniture very heavy for our operations team to move. We are happy to take those donations as well, please mention when speaking with a Grace Bridge team member.
4. **Appliances**
  - a. Working? IF NOT, we cannot accept this item.
5. **Baby Items**
  - a. Cribs- We can accept every type of crib except drop downs.
  - b. Please check the expiration dates on any car seats.
  - c. We are not allowed to accept any recalled baby toys, utensils, etc.
6. **Electronics**
  - a. 5 Years of Age or Younger
7. **Medical Equipment**
  - a. We wouldn't normally take for our store but because we serve community we will take it for our participants
  - b. Adults Toilets
  - c. Lift Chairs
  - d. Medical Beds
  - e. Wheelchairs
  - f. Transfer Seats
8. **Are the donations on the ground floor or second level?**
  - a. Please bring to ground floor/garage/front porch if you are physically able.
9. **Donations need to be in bags, boxes or bins. Please remove all clothing from hangers.**
  - a. **Clothes (soft items) in bags**
  - b. **Home goods in boxes and bins**
10. **Dallas Area Pick-Ups**
  - a. We don't typically offer pickups in Dallas but will speak to our Operations Team and get back to you.

## List of No's

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|-------------------------|--------------------------------|
| b. Armoires             | g. Any Recalled Items          |
| c. Entertainment Center | h. Copy Machines               |
| d. Exercise Equipment   | i. Gaming/Pool Equipment       |
| e. Drop Down Cribs      | j. Paints/Chemical/Toxic Items |
| f. Pianos/ Organs       | k. Swing Sets/Trampolines      |

- l. Tires/Scrap Metal
- m. Unframed Mirrors
- n. Water Beds, Frames Included

- o. Water Heaters
- p. Weapons
- q. Please NO wet donations