



DONATED GOODS CENTER TOP 25 QUESTIONS & ANSWERS

Donor Related Questions:

- 1. What types of products are you able to accept?**
We can accept any new products that are not food, perishable, or hazardous items.
- 2. Do you accept used clothing, toys or garage sale items?**
No.
- 3. Our office is remodeling. Can you help us with the old furnishings?**
Yes. We accept gently-used wooden office desks, file cabinets, chairs and décor. We do not accept metal desks or tables.
- 4. What about office equipment, such as computers, copiers, faxes etc.?**
We accept working computer equipment above a Pentium III provided that the hard drive is still installed. We recommend that the data be removed from the hard drive prior to donating it to us. Copiers and fax machines may be referred directly to other nonprofit agencies. We will do our best to find a suitable home for these items.
- 5. We upgraded our computer monitors, will you accept the old CRT type monitors?**
For a fee of \$10 per monitor, we will accept the monitor. The fee helps us cover handling and disposition of the monitor in the event that we are unable to find an agency that needs them.
- 6. Our hotel property has redesigned the personal care items we have in the rooms for guests. Is this something of interest?**
Yes, our agencies are always in need of personal care items.
- 7. My company has a large amount of mislabeled merchandise. Can you take it?**
Absolutely! We receive mislabeled or "seconds" all the time.
- 8. Our distribution center has a lot of small appliances without the packing box. Will you accept them?**
Yes, if they are in working condition.
- 9. How about used large appliances, such as refrigerators, stoves etc.?**
Yes, if these are new and in good working order. We do not accept used major appliances.
- 10. Will you accept used televisions?**
We will accept used televisions provided that they are in good working condition and not a console TV.
- 11. We are also changing our bedding program. Any interest?**
No, we do not accept used bedding or mattresses; however, we do accept gently used furniture and televisions in working order.
- 12. Will we get a receipt for our donation?**
Yes, we mail receipts monthly to the address specified by the donor.



13. Can you tell me what my donation is worth?

No, we are unable to provide an estimated value of your donation.

14. Is my donation tax deductible?

We do not know whether or not it is deductible. Recommend you consult with your accountant or tax attorney.

Agency Related Questions:

1. Are you open to the public?

No, you must be a partner agency to shop in Donated Goods.

2. Why are you not open daily and more hours?

In order to keep our costs down, we close in order to go pick up donations, get the merchandise processed, priced, and stocked.

3. Is it acceptable to use Donated Goods Center merchandise in raffles or any other type of fundraising?

No.

4. Is it possible for home-based agencies to utilize the Donated Goods Center merchandise?

Yes, provided the items are used according to the agency's mission and not for the personal use of staff.

5. Can agencies outside of Dallas County register for the Donated Goods Center Program?

Yes.

6. Our agency checks are issued from our main office in another city (or state). Can the agency be billed for handling fees?

Yes.

7. Will Donated Goods Mail an Invoice?

No. Invoices are provided at the register at the time of purchase. It is the responsibility of the agency to pay these invoices within 30 days.

8. Is it possible to have several names listed for the Donated Goods Center contact within our agency?

No. We need to know who has authority to charge to your account. With nearly 400 partner agencies, the list of names would be too cumbersome and get outdated too quickly. Plus, it will help your agency maintain better internal controls to ensure only authorized items are being purchased..

9. Is it possible to have your P.C. technician troubleshoot our agency's existing computer equipment?

No.

10. Are religious organizations eligible for membership in Donated Goods Center?

Yes, provided the organization has a community outreach program. Any items received must be used in a nondenominational manner, serving the entire community not just the congregation.



**VOLUNTEER CENTER
OF NORTH TEXAS**

11. Is there a limit to the number of times that our agency can shop at the Donated Goods Center?

There is no set limit to the number of visits provided administrative fees are kept current and invoices paid within 30 days. To ensure you may shop, unpaid balances may not exceed 30 days or \$500.