



### **Donation Pick-Up Guidelines**

1. Donations pick-ups are only scheduled for Tuesdays between 10 am and 2 pm.
  - a. Scheduled by ReStore Staff.
  - b. Requests can be made via phone, email, or online webform.
  - c. ReStore Staff will call back and must talk with the donor to schedule.
  - d. Photos must be sent via email and donations pre-approved.
  - e. Donor will receive an estimated pick-up time with instructions via email.
2. Donations will not be scheduled more than 10 days in advance.
3. Reminder call will be made on the day before (Monday).
4. Donation value must be at least an estimated \$100.
5. Maximum of four donation pick-ups per day.
6. Maximum distance of 15 miles from the store, only within Beltrami County.
7. Donations must be on floor level or in a garage or shed.
8. Driver has the right to refuse upon in-person inspection.
9. Donation pick-up is free. Cash donations will be accepted.
10. The donor will be given an itemized receipt.
11. Driver will contact donors regarding any cancellations due to weather/staffing/truck problems/etc.
12. A “sorry we missed you” note will be placed on the donor’s front door if no one is present at pick-up time.