

Donation Acceptance Guidelines

Thank you for your donation of good, usable items in working condition.

We appreciate your donations and your support. Without it we could not provide meals for the hungry, emergency shelter for families and individuals and clothing for the underprivileged that live in our community.

Because we do not have the facility or resources to fix broken merchandise or to extensively clean items, we may not be able to accept everything you may wish to donate. *We also have state guidelines regarding certain items for reuse and/or resale.* The Rescue Mission has to pay a fee for the disposal of each item we cannot use. If you have specific questions or concerns about this, please call the Rescue Mission at 540-343-7227. If you require bulk pick-up for items that are refused please call Roanoke City at 540-853-2000 or Roanoke County at 540-387-6999.

The following is a general checklist of items we **CANNOT** accept:

- **PER STATE LAW:** Any items that need extensive cleaning or have rips, tears, cuts, stains, mold, mildew, infestation, broken or missing parts, discoloration, animal or tobacco odors, or rust – on interior or exterior
- Any items that need repair to work properly
- Anything determined by driver to be of excess weight or safety hazard to the driver or helper
- We cannot remove doors from hinges or disassemble items to fit stairways or exits or pack the donations for the donor.

FURNITURE & OUTDOOR CATEGORY:

- Furniture with major parts missing
- Water beds or water mattresses
- Hospital or automatic beds
- Sleeper sofas
- Pianos or organs
- Pool, Ping-pong or Foosball tables
- Console stereo systems, console televisions
- Swing sets
- Cribs, Car Seats, Booster Seats
- Live plants
- Large desks (at the discretion of driver)

APPLIANCE & ELECTRONIC CATEGORY:

- Gas appliances, electric appliances without cords, repaired or frayed cords
- “Drop-in” Appliances
- Dishwashers
- Freezers (chest or upright)
- Computers, copiers & printers (unless laser)
- Flat screen monitors less than 17" wide
- TV's unless flat screen TV's & flat back

➤ HOUSEHOLD & CONSTRUCTION MATERIALS:

- Encyclopedia sets, magazines, pamphlets, literature
- Doors, windows, or screens
- Kitchen cabinets
- Countertops
- Toilets
- Sinks
- Kerosene or gas heaters
- Venetian blinds
- Unframed mirrors or glass of any size
- Lumber
- Combustible materials or their containers, including propane, fuel tanks, gas grill tanks
- Paint, gardening chemicals, batteries or other hazardous materials
- Firearms
- Alcoholic substances or medicines

We thank you for your support! Please know that we rely on the donations of your good, usable items to help the homeless and hungry people in our community.