

## Goodwill Q & A

### **What is Goodwill?**

Goodwill Industries® of Southern New Jersey and Philadelphia is a nonprofit, community-based organization. It is governed by a volunteer Board of Trustees. Its mission is to put people with special needs to work.

### **What does Goodwill do with the proceeds from donations?**

The revenue from the sale of donations in our retail stores help fund training programs and career services for local residents in the community with barriers to employment. By donating items to Goodwill, you help local residents find jobs, which builds self-esteem and self-sufficiency.

### **I know that Goodwill provides employment for people with disabilities and disadvantages in the community. Do those people work in the Goodwill stores?**

Actually some do work in Goodwill stores located throughout Southern New Jersey and Philadelphia, but most go to work with other companies in the community. At Goodwill, we provide extensive job coaching and career training to prepare individuals to enter the workforce.

### **What items does Goodwill accept?**

From clothing and accessories to books, toys, medical equipment, computers and cars, Goodwill accepts a plethora of different types of donations! However, for safety and storage reasons, we cannot accept:

- Air Conditioners
- Appliances not in working order
- Bowling Balls
- Child Car Seats
- Clothing that is badly soiled, stained or torn
- Cosmetics or skin care products
- Doors, cabinets, sinks, tubs, or other construction materials
- Fireworks or Firearms
- Kerosene or Electric Heaters
- Refrigerators
- Lawnmowers/Weedwackers
- Mattresses and Waterbeds
- Paint or other toxic substances
- Peripheral Equipment
- Propane tanks
- Recall items (i.e., car seats, cribs, play pens)
- Stoves
- Washers & Dryers

### **Can I set up a Goodwill Donation Drive at my school, business, church, etc...?**

Yes. Implementing a Goodwill Donation Drive is as easy as 1-2-3! Simply call 856/439.0200 or email [mpolizzi@goodwillnj.org](mailto:mpolizzi@goodwillnj.org) with the dates you want to host the drive. You can host a drive for a day, a week, a month or on an ongoing basis. On the designated day, we'll dispatch attractive Goodwill donation bins to your location. We'll also send you promotional flyers, receipts for tax purposes and mention your organization on our social media sites.

**My neighborhood has plans for a community yard sale and we would like to donate all unsold items to Goodwill. How do I schedule a pickup service?**

Goodwill welcomes the opportunity to work with organizers of neighborhood yard sales to collect leftover sale items. Goodwill can schedule a time when the yard sale is over to pick up the items and issue receipts for tax purposes. Please email [mpolizzi@goodwillnj.org](mailto:mpolizzi@goodwillnj.org) for more information.

**I want to donate my car to Goodwill? Will you come and pick it up?**

Yes. Goodwill does offer a pick-up service for car donations. If you have a car that you would like to donate please call, 877-577-GIVE and we'll arrange for a convenient pick up. We accept cars, boats, and RVs in working or non-working condition.

**Can I donate electronics to Goodwill?**

Yes. Goodwill can accept electronics including: computers, printers, scanners, fax machines, TVs and other peripheral equipment. Through a partnership with Recycle Your Empties, we can accept empty laser toner cartridges from printers and fax machines. By donating to Goodwill, you prevent them from becoming e-waste. We are masters in responsibly recycling items.

**Does Goodwill accept used home medical equipment like wheelchairs?**

Goodwill does accept donations of home medical equipment for our Goodwill Home Medical Equipment Store in Ewing, NJ. Items like electronic and non-electric wheelchairs, hospital beds, commodes, walkers, crutches and more are accepted. Goodwill Home Medical Equipment collects, refurbishes and gives local residents access to affordable medical supplies and equipment. No medical plans or insurance needed. Learn more at [www.goodwillhomemedical.org](http://www.goodwillhomemedical.org).

**What happens to items that Goodwill cannot use or sell in the retail stores?**

We carefully sort through all of the items donated to Goodwill. After a thorough inspection, the items that we cannot re-sell are sent to our Outlet Store for a last chance to sell. Items not sold in the Outlet Store are sent to our recycling/salvage center which recycles and sells textiles to salvage companies that make industrial rags.

**How often does your inventory change?**

With thousands of items arriving in each of our stores daily, you'll be sure to find whatever you need at Goodwill. At Goodwill, you never know what's in store.

**What happens if I donate an item by mistake?**

Goodwill will make every effort to find your items; however, we receive millions of items a year. Once an item enters our efficient processing cycle, it's often impossible to find a specific item.

**Does Goodwill offer a pick-up service for donations?**

Yes. Goodwill does offer a limited pick-up service for furniture and/or other large items that are hard to transport. Call 1-800-GOODWILL to learn more about scheduling a Goodwill home pick-up in your community.

### **Does Goodwill have clothing bins in my community?**

No. The clothing donation bins located in local gas station, supermarket, movie theatre, and strip center parking lots are not associated with Goodwill. To be sure that your donations are going to Goodwill and supporting a great cause, be sure to drop them off at one of our convenient donation centers.

### **Do I get a receipt for my donations for tax purposes?**

Yes. All of Goodwill's donation centers are staffed by courteous donation attendants and equipped with donation kiosks. Simply enter your contact information and the number of bags or boxes you donated into this computerized kiosk and it will print you a receipt.

### **I donated to Goodwill but now I can't find my receipt. Is there a way to get a duplicate copy?**

Yes. If you happen to misplace your receipt, simply visit <http://bit.ly/gwidonate> to access Goodwill's automated iDonate system. Enter your phone number (without hyphens) and your last name to access your individualized donation history and reprint donation receipts.

### **How do I determine the value of my donation for tax purposes?**

The Internal Revenue Service allows a deduction for each item, but the donor determines each item's value. Generally, an item's value should be based on fair market value - what the item would sell for in a thrift store. For general guidelines, please visit [www.irs.gov](http://www.irs.gov). You can also visit <http://bit.ly/donationguidegw> for a valuation guide including a list of commonly donated items. Our valuation guide assumes the donated items are in good condition. Please note that these are estimated values.

### **What are Goodwill's hours of operations?**

Each Goodwill store has different hours of operation. Visit us at [http://www.goodwillnj.org/Stores\\_and\\_Donations/donation\\_center\\_locations.html](http://www.goodwillnj.org/Stores_and_Donations/donation_center_locations.html) to find out the hours of operation at your local donation center. If you're on the go, you can download the 'Goodwill Locator' app on your smart phone. Available in both the Apple iTunes store and the Google Play store, the free app will allow you to find the nearest Goodwill location and find out donation center and store hours.

### **I saw that Goodwill opened an Outlet Store. How is it different than other Goodwill stores?**

Customers can experience a new way to shop Goodwill—"BUY THE POUND." Unless otherwise marked, merchandise is sold for 99 cents per pound. Select items, like furniture, may be individually priced. Pods/bins of merchandise are brought out onto the sales floor approximately every two hours so shoppers can sort through and pick their best bargains. The pods are chock-full of clothing, housewares, toys, books, shoes and more! Learn more at [http://goodwillnj.org/Stores\\_and\\_Donations/outlet-store.html](http://goodwillnj.org/Stores_and_Donations/outlet-store.html).