

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 with disabilities and disadvantages. By donating items to Goodwill, you help local residents find jobs, which builds both 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?

Goodwill's motto is, "Donate to us what you would give to a friend." We gladly accept gently-used clothing, jewelry, accessories, small household items, books, toys, computers and cars. Goodwill makes every effort to accept all donations; however, there are some items that we cannot accept because of safety, recall and storage reasons. They include:

- Air Conditioners
- Appliances not in working order
- Bowling Balls
- Child Car Seats
- Clothing that is badly soiled, stained or torn
- Console televisions or stereos
- 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

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, 866-233-8586 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. We accept donations of computers, tvs, printers, scanners, fax machines, and other peripheral equipment. Everything is recycled responsibly through a third party.

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 recycling/salvage center and sold to other organizations and salvage companies who can use them or they are made into 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 can be like "finding a needle in a haystack."

Does Goodwill offer a pick-up service for donations?

Not exactly. We have convenient donation centers throughout Southern and Central New Jersey and Philadelphia and we also offer an Estate Clean Out Service. Information can be found at www.goodwillnj.org.

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. If you happen to misplace your receipt at tax time, simply log on to www.goodwillnj.org and click the I-DONATE icon. This state-of-the-art software can create a report detailing your entire donation history. NOTE: For tax purposes, it is also recommended that donors keep itemized lists of their donations.

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.goodwillpromo.org and www.irs.gov.

What are Goodwill's hours of operations?

Each Goodwill store has different hours of operation. Visit www.goodwillnj.org to find out the hours of operation at your local donation center.