



Donated goods we can't accept

We are so grateful to everyone who donates goods to us, but sometimes there are items that we can't accept.

I'm sure you will understand that we would love to accept every donation however sometimes we have to say "No thank you".

Here's a list of why we might not be able to accept your donation.

Reason
Safety labels / fire retardant labels missing <i>(Legally we cannot sell upholstered furniture that does not comply with current safety standards)</i>
Not fit for purpose i.e. broken / dirty / torn <i>(Everything we sell must be fit for the purpose for which it is meant)</i>
Children's equipment with no instructions <i>(We can't risk accidents – all prams, pushchairs and similar equipment must have accompanying instructions)</i>
Safety equipment—including car seats, bike and motorcycle helmets <i>(We can't guarantee that safety equipment hasn't been compromised and is no longer fit for purpose)</i>
Item deemed too heavy or bulky to move. <i>(We have to look after the environment we are moving items in or out of and look after our staff's wellbeing)</i>