

Customer and Donor Frequently Asked Questions (FAQ)

General

1) This is my first time here. What's the process?

- Retail, thrift-type store open to the public.
- Proceeds to Habitat for Humanity of Northwest Indiana.
- Point-out tape measures, cashier counter and purchasing policies, and discount signs.

2) Who are you? What do you do?

- Retail, discount home improvement store open to the public.
- Proceeds to Habitat for Humanity of Northwest Indiana to build decent, affordable housing.
- Keep building materials out of landfills and in use.
- Provide discount materials to homeowners.

3) What are your hours? What time do you open/close? What days are you open?

- Store Hours: Tues through Saturday 9am to 5pm.
- Receiving Hours: Tues through Saturday 9am to 4:30pm.
- Closed Sunday and Monday.

4) Do you have public restrooms? Where are the restrooms?

- Yes, the key is available at the cash register.

Pricing

5) How do you price items?

- New items are at least 25% off retail price.
- Used can be considerably less based on:
 - i. Damage
 - ii. Degree of use/wear
 - iii. Ease of reuse

6) When do you have sales? How can I find out about them?

- Every day we have 20, 40, and 60% off select merchandise designated by price ticket color.
- Additional sales are posted on entrance and exit doors.

7) Do you negotiate on price?

- No, our prices our firm!

8) Can you take some money off for this damage?

- Typically, damage to item is taken into account when priced.
- If looks like damage occurred after pricing, contact M.O.D. to evaluate.

9) If your entire inventory is donated, why isn't it cheaper?

- Strive to offer items as cheaply as we can.
- Exist as a fundraiser for Habitat for Humanity of Northwest Indiana.
- Must cover operational costs and raise funds.
- If we don't, we don't exist and can't offer this service.

10) Do you have additional discounts available to nonprofits or hardship circumstances?

- No, prices are as low as we can make them.
- Must cover our expenses to provide this resource plus raise money for Habitat NWI.
- With appropriate documentation nonprofits can make tax exempt purchases.

Purchasing

11) I have something I want to buy, but want to continue shopping. What should I do?

- Smaller item: have them put in cart(s).
- Large/bulky item or no carts available: complete Hold Tag.

12) I want to buy something but I can't take it with me right now. What should I do?

- Items that fit into common vehicle and/or fragile can't stay here; must take.
- Most large/bulky items may be held for one day, for each additional day a \$10 storage fee will be applied.
- Inform customer of entire sold item policy and gain their agreement.
- Work with cashier to complete Sold Ticket and Claim Ticket.

13) I don't have enough money with me to buy this item. Can I put some money towards it to hold it?

- No.

14) There is a sold tag on an item. When will it expire?

- We don't share that information.
- Will be re-priced if not claimed by purchaser and returned for sale.

15) If I buy all of this here, can I get a discount?

- No, our prices are already discounted.

Payment

16) What forms of payment do you accept?

- Cash
- Discover, MasterCard, VISA.
- Personal check with valid state issued ID card or Driver's License.

17) Do you charge sales tax?

- Yes, we are required by state law to collect sales tax.

Returns/Exchanges

18) If I buy something and it doesn't work, can I bring it back?

- Yes, within 30 days with a receipt.
- Exceptions: Appliances, electronics, or lighting.
- Please check carefully before you purchase.
- Please have measurements before making your purchase.

19) Can I return/exchange something I bought?

- No, all sales are final.
- Exceptions:
 - i. Mistake was made by us; contact the M.O.D.
 - ii. Uncomplicated 'swap' may be possible for honest mistakes; contact the M.O.D. if likely or if you're in doubt.
 - iii. Don't promise anything; get the manager.

Inventory

20) How often do you get new items?

- Every day we are open.
- Our truck 6-8 donation pick-ups and donors drop off donations daily..
- No set restock time.
- Get items out as fast as we can.

21) Can you call me when something comes in?

- No, we do not have the staff to keep wish lists.
- Must come into the ReStore to see what we have.

22) Can I call you to see what you have available?

- General questions, yes.
- Will not answer specific questions b/c of unique inventory and constant turnover.
- Will not return messages for specific items (specific size window, for example).

Loading

23) Can I get some help loading this item?

- We're a volunteer-based, self-service store. Did you bring anyone with you?
 - i. Yes, have them load themselves.
 - ii. No, find staff members or volunteers who are capable of loading customer purchases.
- For items with 'Sold Tags' attached: Ask customer for their *receipt*. If they do not have their receipt, ask for photo ID to verify who they are.
 - i. Compare all 'Sold Tags' of loaded items with numbers listed on *receipt*
 - Be sure correct items are loaded
 - Be sure all items that go are taken

Customer Access

24) Can I get something down from the top shelf and/or from a wrapped pallet?

- No if others are in stock/on display on sales floor
- Contact M.O.D. if not available on the floor
- Forklift required and will depend on staff available and customer traffic

25) Can I look for something in the back room?

- No, those areas are not safe for public access
- Receiving and processing area; nothing for sale yet

26) Is the stuff outside for sale?

- Yes, the bricks and landscaping materials outside of the gate are for sale.

27) Is the warehouse open to the public?

- No, many items in the construction building are not for sale, and other items are not priced.

Borrowing Tools

28) Do you have a tape measure I can use? Where are the tape measures?

- Yes.
- Available at the Cash Register.
- Ask to return at any location when finished.

29) Can I borrow a screwdriver, wrench, etc.?

- To alter an item not yet paid for: No.
- All items sold 'as is.'
- To alter an item they have already purchased: Yes.
 - i. Tool must be in exchange for the customer's car keys.
 - Not personal – serves as a reminder to return tool.
 - ii. Observe customer to ensure working with purchased items only.

Donation / Material Offers

30) I have something I want to donate? What do I do?

- If item with them, refer to receiving area at west end of building.
- If not, give donations accepted list and walk-through details:
 - i. Encourage drop off.
 - ii. Number to call for pick up.
 - iii. Material criteria on our website; inform 'right to refuse' on sight (we have final say on acceptability).

31) What kind of items do you take for donation?

- Cover material criteria with rejection policy
 - i. In general: residential building materials and furniture in good structural, functional, and cosmetic condition.
 - ii. Receiving staff or drivers do have final say based on condition of item.

32) Can I trade items I have for items you sell?

- No, as a nonprofit we are only allowed to accept donations
- We cannot provide anything of value in exchange for the goods we receive
- Breaking this rule jeopardizes Habitat NWI ReStore's nonprofit status

33) Will you throw away the items you didn't take for donation?

- No, we do not accept items that detract from our mission
- Limited resources = small disposal budget
- Keep prices in the store low

Volunteering

34) What do I do if I would like to volunteer?

- Give them a Volunteer application and a waiver; once they complete and submit their application, Volunteer Manager will contact them to schedule orientation.