

## 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?**

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 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, 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. Through a partnership with Dell named RECONNECT we are able to accept donations including: computers, printers, scanners, fax machines, and other peripheral equipment.

### **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.

### **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?**

No. We do not offer a pick-up service but we do have convenient donation centers throughout Southern New Jersey and Philadelphia. Please visit our website 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 a donation center near you.

### **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. Every time you make a donation to Goodwill you will be offered a tax receipt acknowledging the date that Goodwill received your donation. All of Goodwill's donation centers are staffed by company representatives who will assist you. It is also recommended that donors keep itemized lists of their donations as well.

### **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](http://www.goodwillpromo.org) and [www.irs.gov](http://www.irs.gov).

### **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.