



# General FAQ

NW Furniture Bank's mission is to restore hope, dignity, and stability to our community by recycling donated furniture to people in need. If you are sleeping, eating or living on the floor, we want to help provide the items you cannot afford to purchase.

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- Who is eligible to receive services from NWFB?
  - You qualify for our help if you:
    1. Need furniture
    2. Are in housing
  - You'll also need to be able to:
    1. Transport furniture **or** use our delivery services
    2. Pay processing fee or acquire assistance with fee

*Keep reading for more information on payment and transportation*
- Are any items guaranteed?
  - No. All items (furniture pieces & housewares) are subject to availability.
- How long will I have in the warehouse to shop?
  - Your guided shopping appointment will be **45-minutes long**.
- Is the furniture new?
  - NWFB provides **used**, gently-loved items
  - All furnishings are backed by our *Health Risk Free Promise*
- What is the cost of receiving services?
  - Every referral is subject to a **non-refundable processing fee** of \$100
  - Delivery is available, in certain areas, for an additional \$150 fee
  - Payment must be made **before you will be allowed to begin your shopping appointment**



# General FAQ cont.

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- What kinds of furniture are usually available?

- Our inventory changes daily based on what has been donated to us

▪ 1 Bookshelf	▪ 1 Nightstand
▪ 1 Coffee Table OR End Table	▪ 1 Desk
▪ 1 Couch	▪ 1 Desk Chair
▪ 1 Easy Chair	▪ 1 Dining Table
▪ 1 Dresser	▪ Enough Dining Chairs for the household

- These are the broad categories of furniture that you will be able to request:
- We are also often able to offer housewares such as a lamp, artwork, dishes, cookware, and linens

- Does NWFB offer financial assistance?

- Unfortunately, we do not have the resources.

- Are translator services available?

- NWFB is unable to provide translator services. We ask that you bring someone to assist with communication during your shopping appointment and/or delivery if there is a language barrier.

- What if I don't find everything I want during my appointment?

- Our inventory rotates daily. While we might not have the exact item you're looking for, our friendly shopping team is happy to help you find a similar item in stock
- You will not be able to return or look in the warehouse for additional pieces after your appointment is over. Exchanges not allowed.



# Delivery FAQ

NW Furniture Bank's mission is to restore hope, dignity, and stability to our community by recycling donated furniture to people in need. If you are sleeping, eating or living on the floor, we want to help provide the items you cannot afford to purchase.

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- Where does NWFB deliver?
  - Our delivery service area covers a ~20-mile radius from our location (*Excluding Oregon, our trucks cannot cross state lines*)
  - We use your zip code to verify whether you are eligible to use our delivery service
- What if I cannot be home on the day of my scheduled delivery?
  - NWFB will not deliver without a responsible adult present
  - There must be **someone** 18 years or older home to accept your furniture
- Do I need an elevator in my building to have my furniture delivered?
  - If you live on the 1<sup>st</sup>, 2<sup>nd</sup>, or 3<sup>rd</sup> story we do not need an elevator
  - NWFB will **not** deliver to the **4th floor** or above without an elevator
- Will NWFB's delivery crew put my furniture in each room for me?
  - Furniture will be delivered into the front room of your home
  - It will be your responsibility to put items where you want them to go
- What if I cannot use your delivery service?
  - If you will not be using our delivery service, you must bring your own resources for moving the furniture: vehicle space, rope, and other moving materials
  - Vehicle(s) must be present at the start of the appointment, before shopping can begin
  - NWFB staff **will** load the vehicle(s), but assumes no responsibility for damage caused by items not loaded and/or tied down correctly
  - **Only one trip is allowed.** A 20ft box truck is recommended but multiple vehicles may be used