**Tips for Donors:**

**Is there a fee for organizations to sign up for Re.Use.Full?**

No, Re.Use.Full is a free website for both donors and organizations. You are not charged a fee to search for organizations or when you give donations.

**How do I know I am giving my items to a legitimate organization?**

All organizations listed on the site are verified registered 501(c)(3) nonprofits. If you have specific requirements for the type of organization you’d like to give to, refer to the organization’s information they provided when signing up for Re.Use.Full or by visiting the organization’s website. This information can be found under the “Give Stuff” tab by searching for the organization’s name or searching using the search criteria to produce a list of the organizations that match. When searching, you can designate many different requirements such as:

* whether or not it’s a faith-based organization
* the population served
* if the items will be resold
* whether you need the item picked up

**Are there any restrictions on what can be donated? How used can my items be?**

While items don’t need to be in excellent condition, be mindful when deciding if something is in good enough condition to go to a second home. Our rule of thumb when deciding whether an item is in good enough condition to be donated is to ask yourself whether you would you give it to a family member. Please don’t donate expired canned goods, recalled foods, stained or torn clothing, books with tons of pages ripped out or shoes with the soles out.

There may be a place for your worn-out items, however. Check here [link to unwearable/unusable items page] to learn more.

If you’re looking for a home for off-season items, organizations may be reluctant to take them as they have limited space for storage. Also, don't assume a charity will welcome an in-kind gift simply because it has value. You should contact the organization to make sure they can make good use of your contribution before you decide to drop it off. We require organizations to update their pages regularly to ensure that they reflect their current needs so you should have a good idea what they’re accepting.

**Can I give new items, too?**

Yes! Many nonprofits need new items. Please visit their Amazon Wishlist page to learn what new items they need.

**Can I list the specific item I have to give?**

To simplify the search process, we provide categories of items instead of allowing you to list a specific item you have to see if there’s an organization that needs it. If you have an item that is not covered by a category already listed, feel free to email us at [support@reusefull.org](mailto:support@reusefull.org) so that we can add the category. If it does fall under a current category, contact the organizations that match your search criteria to see whether they need the item you have.

**Is my donation tax-deductible?**

Not every in-kind donation is tax-deductible. Consult your tax professional for more guidance.

[IRS Publication 526](https://www.irs.gov/forms-pubs/about-publication-526) outlines what types of donations can be deducted and how to claim a deduction.

**Do you act as a liaison between organizations and donors?**

No, we don’t review the items or act as a go-between to facilitate the donation. You must contact organizations directly to arrange for the donation, and at that time, you should tell them more about your potential donation, including its condition, to ensure it fits their needs.

**Will I get updates on how the organizations I’ve learned about are doing or how they utilized my donations?**

While volunteering for these organizations is probably the best way to see how the items are being utilized, we also have a blog (link blog here) that publishes features on different organizations, provides pictures of how the donations have impacted them and offers testimonials of how these donations have helped. If you have any pictures of your donations in action, please email them to [support@resusefull.org](mailto:support@resusefull.org) or tag us on Facebook, Twitter and Instagram @BeReUseFull.

**What if I know of a really good organization that I don’t see listed on the site?**

Re.Use.Full is always looking for new organizations to add to the website. If you have a relationship with the organization, we suggest you encourage the organization to go ahead and sign up. If you aren’t able to engage with the organization directly, email [support@resusefull.org](mailto:support@resusefull.org) with the name of the organization you think could benefit from our website, along with any contact information you may have, and we will contact with them.

**Tips for Organizations:**

**How do I register my organization?**

You can sign up by going to the “Get Stuff’ tab and clicking on “Register my organization now.” You will be asked to create a login, as well as give information imperative to the donation process, such as:

* whether or not you’re currently accepting donations
* your organizations address
* your website link
* a URL for donations or an Amazon wishlist
* the population you serve
* your mission
* items you are and are not accepting

**Is there a fee for organizations to sign up for Re.Use.Full?**

No, Re.Use.Full is a free website for both donors and organizations. You are not charged a fee to sign up or when you receive donations.

**Can we request certain items?**

To simplify the search process, we provide categories of items instead of allowing donors to search by a specific item. If you have a specific need, feel free to email us at [support@reusefull.org](mailto:support@reusefull.org) so that we can create an alert on our website. You can also indicate more information in the Notes section of your profile page.

**Can we request new items, too?**

Yes! Many nonprofits need new items. Please enter your Amazon Wishlist link so donors can learn what new items you need.

**How many donations can we expect to receive?**

It depends. If you need items people commonly have to give, you may receive more. If the items you need are less common, you might not receive as many. You can always increase your donations by making sure your in-kind donation process is donor-friendly.

**Do you act as a liaison between organizations and donors?**

No, we don’t review the items or act as a go-between to facilitate the donation. Donors must contact you directly to arrange for the donation, and at that time, you should ask them more about their potential donation, including its condition, to ensure it fits your needs.

**What can I do to make my organization more appealing to potential donors?**

Having a working website that offers valuable insight into your organization is one of the best ways to appeal to potential donors. Make sure you keep the contact information of the person who handles donations current and be responsive to potential donors when they contact you.

There are many other options within this page that will help you tailor the requirements to fit your organization’s needs, and the more you fill out the better your donations will fit you.

**What can I do as an organization to make the drop-off process easier on donors?**

Be clear about where the drop-off needs to occur and make it as easy as possible for the donor will keep your donors wanting to come back to you. You can designate the specifics of this on your organization’s profile on the site.

**What if I have a question about an item I need donated that isn’t already listed on the website?**

We understand that we may not cover all categories of items you might need. If you don’t see the category of items your organization could use, let us know by emailing support@reusefull.org. We are always updating our website to match our donors and organizations’ needs.

**We offer pick-up service. What do we need to ask donors?**

Communication is key in knowing when and where to pick up, how much you’re picking up and if the donor has physical limitations in helping you load the unwanted items. You can discuss this directly with the donor when they contact you to arrange for the donation.

**What if a donor drops off items we didn’t put out a need for on the site?**

We understand that regardless of our specific process of giving and receiving items, donors may still give you items you can’t use. If a donor tries to bring you something that you didn’t request, you can kindly refuse the donation. Alternatively, you can accept the donation and use Re.Use.Full to find an organization that does need the item. You can help potential donors and other organizations by making sure you are updating your page with the items you need, which can be managed by editing your organization’s profile. You can find instructions on how to edit your profile here [link to edit your organization’s profile here].