



CROSSROADS FOUNDATION-HONG KONG DISTRIBUTION 國際十字路會-香港分派中心

FREE TRANSPORTATION FOR ONLINE ORDERS 網上訂單免費運送

We are pleased to announce a special offer of free transportation for the first 300 charities that order donated goods online for clients or organizational use on GoodCity

How to apply:

1. Log in on GoodCity with your account as the organization representative, and select goods for your client/organization as normal.
2. Under "Miscellaneous; other items", select "Free transportation for online order (delivery only)."
3. When placing the order, select "needs hired vehicle" and provide the relevant address.
4. Our team will review and approve this discount and inform you via the messaging function on the website.
5. Each client will only be able to receive this discount once.
6. We do not recommend that clients hire the driver to help move items. However, if your client chooses to do so, this transportation reimbursement will not cover this expense.

Please kindly let your client know that this is a one-off subsidy. Usually, the recipient of the goods is responsible for the transport cost. Crossroads Foundation reserves the right to reject any applications for this reimbursement.

If you have any further questions, please email contact@goodcity.hk.



Terms and conditions apply.

Frequently asked questions:

How many items can we put in one order? How many times can one client apply for goods?

We rely on social workers/charity staff to assess our clients' needs and pick out suitable items. We do not have a specific rule regarding how many items can be in an order if it is within reason. However, we do check a client's past order history and reserve the right to deny a request. If we are concerned that the goods requested are not reasonable, we will contact you directly and inquire about it.

Why can't I find a particular item online anymore?

It may have already been selected by another caseworker/NGO representative.

How long can you reserve an item I am interested in?

If you place an online order, you must select a pickup/delivery date. The available dates will vary (based on holidays and how overbooked we are) but are typically within two weeks of order placement. We do not reserve items beyond the agreed pickup/deliver date to conserve limited warehouse space.

What happens if a specific item I ordered cannot be found in your warehouse?

We will contact you and try to suggest similar item(s) as a replacement. If that's not possible, we will have to cancel that item. Please let your client know about the changes.

Can I add additional items to the online order?

We only accept changes to an order three days before delivery, and it should be within reason. Please include a screenshot of the item photo, details, and your GoodCity reference number, and send it to local@crossroads.org.hk.

Will the driver help the client unload items and carry them into the client's apartment?

No, the driver will not be involved with moving the items. We recommend asking family or friends for an extra hand, but if that is not possible, the driver can help move the items with an additional fee upon their quotation, which the driver will provide on the day.

