



Enterprise Shop

18 Westow Street, Upper Norwood
SE19 3AH

Tel: 020 8771 5950, Email: enterprise@mindincroydon.org.uk

Why we need donations

Our charity shop sells your donations to fund the work of Mind in Croydon which aims to promote good mental health and to support people living with or recovering from mental illness living in the London Borough of Croydon and surrounding areas.

Donations we can accept

Donations must be clean, useable and of saleable quality to allow for a realistic sale price which in turn helps to increase the funds we are able to raise for our services.

Remember, if you wouldn't buy it, then we probably won't be able to sell it!

We are always looking for: unwanted gifts

- children's clothing, toys (must have a CE label) and games
- men's and women's clothing and shoes
- books, books on tape, DVDs, videos, CDs and vinyl
- accessories, non-pierced jewellery, belts, handbags
- bric-a-brac, crockery, glassware, bake ware, household linen and ornaments
- Good quality furniture in saleable condition (please see details below)
- Shop stock that you cannot sell (in new or nearly new condition).

Donations We Cannot Accept

In general anything that would be unsafe or unhygienic to buy – anything that is broken, damaged, incomplete, soiled or does not comply with trading standards (where its safety cannot be proven or it would be illegal for us to sell). If your unwanted goods are dirty (especially clothes), clean or wash them first before donating them. If an item is in good condition apart from (say) a missing button, why not mend it yourself before donating it? This may seem fussy; however, we cannot sell items that are not in perfect condition.

Please do not donate these items as we will have to incur costs for their disposal.

In particular, we **cannot** accept:

- medication or solvents
- 0-3 months baby clothes
- gas/oil appliances, batteries
- Computer equipment, electrical goods
- counterfeit or homemade films, music or recordings
- crash helmets, hard hats or protective headgear and clothes
- food or drink,
- poisonous, toxic or hazardous substances, tobacco
- nightwear or underwear
- upholstered items that don't have the relevant safety labels
- used dentures, jewellery for pierced body-parts, cosmetics and toiletries
- clothing with drawstrings, cots, prams, car seats or nursery furniture
- weapons or realistic toy weapons, blades or objects that could be used as weapons

How to donate

You can drop small donations off at the shop between 9.30am and 4.00pm Monday to Friday. **Please don't leave donations outside the shop when we are closed as they may get stolen or ruined by the weather before the shop reopens. They can also be a fire risk and can cause security alerts. You may also be prosecuted for fly tipping!**

Often we are able to collect goods free of charge from your home on Mondays or Fridays. Please contact our shop direct to offer the donation and make any necessary arrangements; our staff will ask you some simple questions about the item as we must ensure that it is saleable. If you are donating an item of soft furnishing, we will ask if it has the fire retardant label attached. Unfortunately, we cannot sell items without this label as it is a legal requirement. **Please note: all donations will be viewed first, before collection.**

If you are unsure whether we would accept an item, please contact a member of staff at the Enterprise Shop on: 020 8771 5950.

Thank you for taking the time to read this notice; we really appreciate your support.

Yours faithfully,

Mind in Croydon