

## How to arrange your free furniture collection

North London Hospice works in partnership with Boxmove, a company that specialises in furniture donations for charities. Please have a read through the points below to ensure that your collection is successful. If you have any questions then please contact either our North Finchley furniture store on 020 8343 6814 or our High Barnet store on 020 3137 2326, as Boxmove is unable to answer any customer enquiries.

Please note that if your items are unsuitable for collection, we still have to pay a small fee for sending the team out to assess them. It's therefore really important that you check the condition of the items before donating, and if there is any damage please include this on the pictures you submit so that the store can make an informed decision.

### Booking Process:

- Once you have made your booking online, please add pictures (there are full instructions). This makes it easier for our store staff to evaluate your items and accept them for collection. Collection requests without photos are more likely to be rejected.
- Please make sure you choose a date when you are available all day. You will be sent a timeslot the night before for your collection which cannot be changed and it is unfortunately not possible to request a specific time beforehand.
- If you are a UK tax payer, please add Gift Aid to your donation. This costs you nothing but gives us an additional 25% of the sale price from the government. You can add this on during the booking process.
- Once your booking is accepted, you will receive a confirmation text message - please check the date and address is correct. If anything is wrong, please call the store (the phone number will be in the message.)
- If you cancel a job after your timeslot has been sent, we still have to pay a small charge, so please try your best not to avoid this if you can.
- If you need to cancel or reschedule your collection, please do this before 12pm the day before.
- Please add as much detail as possible to the notes on your donation - this helps the drivers when collecting, and also gives the store more information about your donation.
- You don't need to move your items anywhere or help with the lifting. Please make sure there is a full clear path to the item(s) and no obstructions before the drivers arrive. The drivers won't lift items over fences and must be able to park close to your property.
- When your timeslot is sent (between 5pm-9pm the day before), we will also send you a link. On the day, you can use this to track the van, and see the names and pictures of the staff doing the collection
- Boxmove will send at least two members of staff, in uniform and with ID badges.

### Your Items:

- We are unable to dismantle items, so please make sure everything fits through your access point/doors/stairs before making the booking.
- Any beds (with slats) must be dismantled beforehand being transported.
- Mattresses must be perfectly clear with no staining or marks whatsoever - otherwise they will be rejected by the drivers.
- If you are unsure whether your item will be suitable, please add lots of pictures when making the booking and detail this in the notes. The store will then make a decision.
- Drivers have full discretion about whether items are unsuitable for collection.