

# ***Fresh Start Furniture Bank - Customer Policies***

## **REFERRALS/APPOINTMENTS**

Before you come in you must receive an on line referral from an approved social service agency. The referral is valid for 30 days and you are only allowed 1 referral over your lifetime.

No appointment is necessary, but you must show up by 11:00 or you may be turned away as there will not be enough time to select your items and load your vehicle before we close.

We are open Tuesdays and Thursdays from 10:00 to 12:00 and Saturdays from 9:00 to 12:00.

## **VEHICLES**

Everything must be taken on the day you come in. Please be sure to bring a vehicle large enough to take all of the furniture that you need. We do not offer a delivery service.

A rented box truck (e.g., UHAUL) is recommended. A 10 foot rental truck is probably sufficient for a small apartment and a 15 foot rental truck is a good size for most families. Vans are very challenging to load and are not recommended. Please note that most trucks need to be reserved 3-10 days in advance. Rentals are much more expensive and difficult to obtain near the first of the month.

Be sure to remove unnecessary items from your vehicle to make room for your new furnishings. If you are driving a van, please take the seats out to give you more space. If you come in an open vehicle or if you wish to use a roof rack, you are responsible for safely securing your goods to the vehicle. Bring ropes or straps to secure items. Bring tarps if it looks like it might rain or snow. If you are bringing a work truck, please make sure to remove all tools and work materials from the truck so you will have sufficient space.

## **ABOUT OUR FURNITURE AND HOME GOODS**

All items that you take are distributed for free. We accept and distribute gently used furniture and household goods that have been donated by the community.

Our inventory fluctuates daily and we cannot guarantee that we will have specific items. Once an item leaves our store it cannot be returned or exchanged, so please measure your rooms carefully so you know what will fit.

## **YOUR VISIT**

We are staffed by volunteers who will help you select your goods and help load your vehicle.

You are allowed 2 visits and you typically can obtain all of your items on your first visit. **Your second visit is only for items which did not fit in your vehicle on your first visit or which were out of stock.**

Do not bring a large group of people with you. For safety reasons, only two people will be admitted per family on the showroom floor. We do not recommend bringing children. If children must come, they must be closely supervised by a parent or guardian and stay in the waiting area.

If you do not speak English, bring someone who can interpret for you.

## **OUR FACILITY**

Fresh Start is located at 16 Brent Drive in Hudson, MA (New England Infrastructure building).

In the case of inclement weather, please check our web site ([www.FreshStartFurnitureBank.org](http://www.FreshStartFurnitureBank.org)), your text messages or e-mail to see if we are open. You can contact us at 508-485-2080 option 5 during store hours if you have a question.