

Fresh Start Furniture Bank - Customer Policies

- Fresh Start Furniture Bank must receive an online referral from a social service agency before your first visit.
- You are allowed 1 referral to help furnish your home.
- **The referral is valid for 30 days.**
- You will have a maximum of 3 visits to select your items.
- On your 1st visit you can typically obtain most of your items. Your 2nd and 3rd visits are only for items which were out of stock during your 1st visit.
- If we have 2 or more of an item, you must choose from what we have.
- Many items, such as dressers and couches, are limited to 1 per household.
- Once an item leaves our store, it cannot be returned or exchanged. Please measure carefully to ensure it will fit in your home.
- On your first visit you may place items on hold so that you can arrange transportation.
- Items on hold must be picked up within 7 days.
- If you do not pick up items on hold without notifying us, your referral will be closed.
- You are responsible for transporting the items you have selected.
- We do not offer a delivery service.
- If you do not speak English, bring someone with you to translate.
- **Arrive in the store a minimum of 1 hour** before the store closes.
- We have volunteers to help you select items you need for your home. Your social service worker/advocate is welcome to come with you.
- No more than 2 persons per family are allowed in the showroom.
- Small children are not allowed on the showroom floor. If necessary, bring someone with you to watch your children.
- The entrance and parking lot is located behind the building.

34 Tower Street, Unit E, Hudson

(Parking lot entrance is near top of hill)

Hours: Tuesday/Thursday 10 - 12 & Saturday 9 - 12

Phone: 508-485-2080

www.FreshStartFurnitureBank.org