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SHAX is a Scottish Charitable Incorporated Organisation,
Charity Number SC042940.

DONATION POLICY APRIL 2021 (COVID 19)

SHAX is following all Government advice.

1. Collecting Donations

When collecting a donation from you, we will contact you ahead of arriving at your property to double-check if you're isolating or not. We'll also ask if you're displaying symptoms of Covid 19, which are:

High temperature / new, persistent cough / loss of taste or smell

If you are displaying symptoms your donation will be postponed.

Please ensure there is clear access to pick up your items.

Where possible, please bring your item to your door or store in your garage, ready for us to collect. If this isn't possible, our team will ask you to **wait in another room** whilst they uplift your item(s).

On arrival, our delivery team will ensure they keep a 2-metre distance. The team will be wearing gloves and face coverings and are sanitising/washing their hands regularly.

2. Dropping Off Donations

Donations can be dropped off at the warehouse bay, Mondays to Fridays between 10-3, but **please call us first** to let us know you're coming.

As space is now limited, **we're unable to take bric-a-brac, books, toys/games, pictures, DVDs, CDs or LPs.** We'd welcome donations of Starter Pack items, e.g. plates, cutlery, kitchen utensils, small electricals and bedding (if laundered).

We're taking a sensible approach to the ongoing situation with Covid 19 by following all Government advice to make sure we can continue to serve our customers and protect our people.

Thank you for your continued support

SHAX – helping turn a house into a home

