

In-Kind Donation Guidelines

This document is intended to provide clarity to all our supporters about what we at Branches of Hope can, and cannot, accept as in-kind donations for the communities we serve.

MAIN PRINCIPLE: Only solicited goods will be accepted. If you would like to make an in-kind donation, please contact Branches of Hope first to see whether the items are needed and if we are able to receive them.

Should you want to make an in-kind donation, or have received enquiries regarding donation of in-kind items to Branches of Hope, please reach out to the ROAD team (who are managing in-kind donations within BOH) or pass on the contact details below to the inquirer.

Contact information of the ROAD team:

- Phone: (+852) 3527 6088
- Email: ROAD@branchesofhope.org.hk

Kindly note that Branches of Hope reserves the right to reject and/or discard any donations that cannot be accepted for any of the reasons outlined above. **It is highly recommended to coordinate with the ROAD team prior to donating goods in order to avoid any waste.**

A) What do we take by delivery to Branches of Hope's office or Concierge, Vine Centre?

The following items are usually welcomed, given in reasonably good condition, as long as the storage capacity allows us to receive them (**please contact us before donating your items**):

- Non-perishable food items¹
- Clothes (except under garments)
- Small household items (e.g., kettle, rice cooker, kitchenware, etc.)
- Stationery
- Portable electronic gadgets
- Books
- Vouchers (for supermarkets, department stores, bakeries, etc.) and coupons

B) We do not take the following items:

- Furniture*
- Large electronic appliances*
- Perishable food items
- Large household items* (e.g., mattresses)

Note: Items marked with an asterisk (*) may be donated if the transport of them can be arranged directly to the community member's place. Please check with the ROAD team for details.

¹ Expiry date should be at least 3 month away from the delivery date; items past "best before date" can be an exception given a supporting letter of extended shelf life can be provided.