

RETAIL DONATION PARTNERSHIP PROGRAM



Nonprofit Retail Partner Handbook

Welcome to the Retail Donation Partnership Program!

We are so thrilled that your organization is now a member of our Retail Donation Partnership (RDP) Program with Good360. This program was designed to complement the efforts of our dedicated nonprofits in their mission to serve their communities by offering locally sourced, in kind product donations. The RDP Program also enables national retailers and corporations to socially impact communities in need on the local level.

Our goal at Good360 is to initiate and help sustain these partnerships for the greater good. The Program Operations Team is here to support you throughout your entire partnership and available to assist and answer any questions that you may have along the way.

We're excited to get you started.

The Good360 Program Operations Team

Phone: (703) 836-2121, Monday through Friday 9 am – 5 pm EST

Email: Retailpartnership@good360.org



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This handbook will provide guidelines and best practices on how to better grow your partnership with your matched retail store.



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OVERVIEW

Thank you for participating in Good360's Retail Donation Partner (RDP) program. For over 20 years, this exciting program has enabled thousands of nonprofits to further their mission and their budget through in-kind product donations from our generous corporate donors. The RDP program annually matches Good360 nonprofits with retail stores in their local communities for on-going donation pickups. This handbook will address your questions and outline specific details that are integral for a successful partnership.

All of Good360's RDP store matches are set up as one-year, renewable partnerships. During that year, we want to make certain that our nonprofit partners get the most out of the match.

These partnerships are meant to be mutually beneficial. The donor has a purposeful outlet for excess product that might be utilizing precious storage space. The nonprofit has a source of in-kind donations that can support their mission and stretch their budget dollars. The transfer of goods is local, thereby supporting the surrounding community while avoiding transportation costs.

This is a formal partnership and professionalism is key. Nonprofits must respect the time and space restraints of their retail partner. Store associates are very busy and in some cases understaffed. Likewise, the donor should be sensitive to the many staffing and time resource challenges that nonprofits face.

Successful partnerships need to be relational. While the best partnerships are respectful of each other's time, the longstanding RDPs have successfully forged a true relationship between store associates and their nonprofit partner. Longstanding partnerships typically include nonprofits who go the extra mile to recognize the social impact of their partner store and who highlight store associates' efforts to store supervisors.

Each program is unique and brand specific. Corporate donors have unique donation procedures and policies. Donation quantity and frequency varies from brand to brand. Please refer to the Brand Specific section of this handbook for more specific information.

All product donations are subject to Good360 acceptance policies and cannot be sold, raffled, bartered, or exchanged for money or services. This is explained in greater detail in the Security and Compliance section of this guide.

A list of Frequently Asked Questions (FAQ) has proven to be very informative. They are located at the end of this handbook.

GETTING STARTED

Step 1: Read this handbook in its entirety. We have taken the time to pull together most, if not all, of the information you will need in one place.

Step 2: Review all Good360 donation agreements. The Master Donation Acceptance Agreement (MDAA) must be acknowledged before becoming a Good360 member and outlines the required disposition of all product received from our corporate donors. Once you are selected to partner with a store in the Retail Donation Partnership program, you are required to sign the Program Participation Agreement (PPA). Please refer to the Security and Compliance section for further information.

Step 3: Secure all logistics. You will need a professional location or “office” to store products, a vehicle, staff/volunteers to pick up the items, and a plan to distribute the products to your constituents. Please note: the items cannot be stored at a residence or home-based business.

Step 4: Wait for your retail partner (store) to contact you. Unless otherwise stated in the brand-specific section of this guide, your Retail Donation Partner will contact you when items are available to be picked up. The timeframe and quantity are based on store location, size, and volume. These will vary from store to store. Should you not hear from the store within 30 days of the start date, contact Good360 for next steps.

Step 5: Set up a specific pick up appointment or regular pick up schedule. Once the donor informs you of an available donation, be prepared to pick up within 2 business days of notification. It is recommended to confirm your donation pick-up one day prior. In many cases, it may also work well for the store and the nonprofit to create a standard pick-up schedule.

Step 6: Print multiple copies of your RDP Identification and Authorization Form (you will need to bring two (2) copies to each pickup). This form is sent to you via email upon approval of your partnership and is required before any donations can be received.

DONATION PICK-UP PROCEDURES

Bring two copies of your Good360 RDP Identification and Authorization Form.

Both the store and your organization must sign the form. One form will be retained by the store and the other should be kept for your records. Donation documentation for each pick up should be retained (filed) and will need to be available to Good360 upon request.

- **Establish a contact that will know to expect you.** Most likely, this is the store manager or assistant manager.
- **Know where the store is expecting you** (loading dock, front door etc.).
- **Bring a vehicle that can hold all of the donations in one trip.** Multiple trips impinge on store associates' schedules and should be avoided at all costs.
- **Bring enough staff/volunteers to load the donation(s).** Do not assume the donation will be loaded into your vehicle by store associates, they are not obligated to do so. Like other vendors, you will be expected to transfer the product into your vehicle.
- **Take ALL donations.** The stores require that all donations leave the premises. Sorting through the donation needs to be done at your own facility. Inevitably, there will be some product that is not up to our quality standards. Some unwanted product is often part of store-level donations.
- **Do not solicit additional product and do not walk around the backroom storage area.** Unless otherwise invited in by the store associate, you will need to remain at the door or loading dock.
- **Should you have any concerns about pickup, contact Good360.** This is very important. Do not attempt to file complaints with store leadership or a corporate donor without first allowing the Good360 Program Manager the opportunity to resolve an issue. Bypassing the Good360 Program Manager could jeopardize the entire program for other nonprofit participants. Contact information is provided on the last page of this handbook.

BEST PRACTICES

For over 20 years, Good360 has been managing RDP programs at thousands of store locations. We've found that the most successful and longstanding partnerships are based upon personal relationships that are developed and nurtured. Historically, strong personal connections with store associates have translated into more flexible arrangements, a higher quantity of donated product, and more valuable donations.

CONSIDER INVITING STORE EMPLOYEES TO VISIT OR VOLUNTEER WITH YOUR ORGANIZATION.

Many companies encourage their associates to seek out volunteer opportunities. And, once store employees understand where their donated products are going and the difference they are making, then the partnership strengthens and the donations tend to increase in value and/or size.

UNDERSTAND THE OPERATIONAL CONSTRAINTS OF YOUR CORPORATE PARTNER.

Understanding and acknowledging the constraints that your partner store experiences will go a long way in building a strong partnership.

- You should know how large their stockroom is and how many cartons of donations they can store before it becomes hazardous for their employees.
- You should also find out what times of the day/week/year are the busiest times and try to coordinate pick-up at a time that is mutually beneficial.
- Remember that identifying and preparing items for donation is time consuming for store associates.
- In order to encourage more frequent and quantitative pickups, RDP participation requires that the nonprofit assume custody of the entire donation. Corporate donors are instructed to remove all items that are a safety or medical hazard.

KEEP IN COMMUNICATION.

- Retail stores have high employee turnover so you'll need to establish at least 2 contacts.
- With changing seasons come changes in the store and nonprofit needs. Make sure to re-evaluate your pickup routine as needed to determine if adjustments need to be made.

- Make sure that Good360 has your up-to-date nonprofit contact information throughout the partnership.

KEEP APPOINTMENTS

- We all know things happen and come up at the last minute. Make sure you contact the store immediately if you are unable to make your scheduled pickup.
- Make certain the store and Good360 have current contact information in the event that pick-up changes need to be made at the last minute.
- Frequently missed pickups will result in the termination of the RDP partnership without compensation.

USE GOOD360 RESOURCES

- The retail partnership team is here to help! If you have any issues, make sure to contact Good360 promptly. Please allow program managers up to 30 days to fully resolve challenges you might experience with the corporate headquarters.
- Good360 may be reached through two avenues: (1) complete a support request form at good360.org/contact. For faster service, please include your store brand name and location number. (2) Call (703) 836-2121 to reach a customer service representative.
- Provide Good360 with feedback! Help our marketing team highlight the impact of your RDP donations. Go to <https://good360.org/submit-your-impact-story/> to share stories about the donation you received and how it was used to help others.
- Track your donations: Visit our Donation Pickup Confirmation site to record your pickup: <https://good360.org/info/local-donation-program/confirmation/>

BE AWARE OF YOUR PARTNERSHIP END DATE.

Current partners have the option to renew partnerships year after year. You will receive a renewal notification email 60 days prior to the end of your annual partnership. Also, a reminder email is sent out 30 days before the partnership expires. All partnerships that are not renewed will be placed back onto the Good360 catalog for other organizations to access.

SECURITY AND COMPLIANCE

Good360 takes the misuse of donated products very seriously and therefore has specific compliance checks to help ensure product security. Products used in a way that is contrary to our agreement can not only mean the loss of the donation for hundreds of other nonprofits, but could also result in other compliance actions.

Before entering into a Retail Donation Partnership, each member is required to understand two agreements: (1) Master Donation Acceptance Agreement and the (2) Program Participation Agreement. Both documents outline in detail the specific usage and restrictions of all Good360 product.

DONATION AGREEMENTS

Each organization that registers with Good360 acknowledges the Master Donation Acceptance Agreement (MDAA). The MDAA is agreed to during the check-out process for each donation that is sourced through the online catalog. The MDAA specifies the main restrictions of all donated product received through Good360. Your organization should read through the agreement carefully and keep one on file for all new staff or volunteers to read through. The MDAA is referenced online at https://good360.org/good360_terms_conditions.

The Program Participation Agreement (PPA) is a signed document required before starting any RDP program. It is signed by the organization, retained by Good360, and renewed annually. A copy of your signed PPA can be requested by email to security@good360.org.

Some of the main restrictions of the MDAA/PPA are:

- The Organization shall not sell, trade, barter or otherwise transfer Donated Goods in exchange for money, property, or services.
- The Organization shall not use Donated Goods for fundraisers, raffles, or auctions, and shall not sell, trade, barter or otherwise transfer Donated Goods in thrift stores, restores, retail stores, on websites, or at flea markets.
- The Organization shall not use Donated Goods in conjunction with any fundraising activities.
- The Organization shall not accept anything of value, in exchange for Donated Goods. This includes (but is not limited to) any voluntary or suggested “cash donations” to the nonprofit organization.

- The Organization shall not give any Donated Goods to its volunteers, officers, directors, employees, or contractors, or permit any such person to take any Donated Goods, for personal use; and
- The Organization shall not return any Donated Goods to the original donor or the original donor's retail store.
- The Organization shall not, unless with Good360's prior written consent, ship or redistribute any Donated Goods to any location outside of the United States of America.

RECORD KEEPING

As an organization participating in the RDP Program, your organization will need to maintain adequate books and records of these donations. The records should include information pertaining to all product donations received through Good360 and their distribution by your organization. This information will need to be available to Good360 staff upon request. Please refer to the Master Donation Acceptance Agreement.

STORAGE OF DONATIONS

Donations that are not distributed immediately must be stored at a commercial storage facility. Donations cannot be stored at a residence, even if your organization is based in a residence. If an organization does not have a commercial address, they may secure a self-storage unit in the organization's name, or donated space from another commercial establishment within their community. Proof of either must be provided.

MISUSE OF PRODUCT

As part of our plan to uphold the reputation of both Good360 and our donating companies, Good360 has a Security and Compliance Team. This team verifies that our nonprofit organizations adhere to the Master Donation Acceptance Agreement as set forth by Good360.

The Security and Compliance Team also reviews all allegations of product misuse, including, but not limited to the reselling of product, and the distribution of product to nonprofit staff, volunteers, or the general public. If allegations are investigated and found to be valid, the organization may be terminated from partnering in the Retail Donation Program or terminated from participation with Good360.



PRESS/MEDIA TERMS AND CONDITIONS

Participating organizations are welcome and encouraged to publicize the positive impact of the donations they receive through Good360. However, as a courtesy to Good360 and the donor and for legal reasons, we request that you coordinate all press statements that mention Good360, its donation programs, or its donors, through the Good360 press office (press@good360.org) which will respond within 48 business hours to any and all inquiries. Press statements include, but are not limited to: Press releases, Media advisories, Interviews, Blogs, Webcasts, Newsletters, and other materials.

BRAND SPECIFIC DONATION INSTRUCTIONS

Please review the instructions provided below for your brand specific retail partners. Read all instructions carefully as pickup procedures vary by donor. Remember to speak with the store management team since not all employees may be aware of the program. While these guidelines have been established with Good360 and the donor, know that some individual stores may have some unique needs.

You must be available to fulfill the scheduled pickups and to communicate with store managers if for some reason you are not able to pick-up. Please remember that if a nonprofit is unable to accommodate the previously agreed upon pickup schedule, the store manager may request a new nonprofit partner and the previous partner will not be refunded.

ADVANCED AUTO PARTS (CARQUEST)

- The warehouse manager will contact the Good360 program manager when donations are available for each pick up. Once the program manager has introduced your organization to the distribution center manager, you may introduce yourself as the distribution center's donation partner with Good360 and schedule a date and time to pick up the donation.
- Donations primarily include automotive parts, replacement parts, maintenance parts and fluids, tools, and car accessories from their distribution centers. The donations are made up of new inventory.
- The donation quantity can range from 1-5 pallets of product to a full truckload of product.
- All product received from Advanced Auto Parts must be "de-labeled". Nonprofits recipients are required to remove all bar codes and tags before redistribution to individuals.
- You must have adequate transportation for each pick up. All pickups need to be made within 5 business days of contact. You will not need an authorization form at the pickup.
- Due to corporate procedures, it is common to take up to 90 days for the first donation to be made available. Therefore, your twelve-month partnership begins the day when you receive your first donation.

- The Good360 program manager is notified when distribution centers have a donation, and will address the corporate contact if the partnership goes more than six months without a donation.
- If you have any questions or concerns about the partnership, please [submit a case](#) to Good360 <https://good360.org/contact>. Please do not direct partnership issues with the store. The program manager will reach out to their corporate contact to resolve any issues.

BED BATH & BEYOND / BUYBUY BABY

- A representative from the store will contact you when they have donations available to schedule the first pick up.) Some store managers prefer to have a set schedule for pickups. Others prefer to have the nonprofit partner call to check-in periodically. Discuss with your store about what type of pick up arrangement works best.
- If after the first 30 days of the partnership you have not heard from your store, you may call the store directly to introduce yourself as that store's nonprofit donation partner with Good360.
- At the time of pick up, present your RDP Identification and Authorization Form to the store manager. Each form should be signed by both the store and the nonprofit. One copy should be left at the store and the other copy should be kept for your records.
- The donations from Bed Bath & Beyond and Buy Buy Baby are primarily made up of returned items but may also include clearance, seasonal, overstocked, and display items. Many will not have original packaging and some may be missing pieces. The majority of each donation should be in good, useable condition, however be prepared to receive a few items that are not suitable for donation.
- *This is a high-volume donation program that requires a firm commitment to frequent pickups.* Some stores require donation pickups weekly or even twice weekly. There may sometimes be large quantities of boxes that require a pick-up or box truck, please be prepared to accommodate your store.
- If there is a significant challenge with a donation or relationships with a store, you should not address these issues with the store or anyone else associated with the donor. If a problem arises, contact Good360 immediately by [submitting a case](#). The Good360 Program Manager will reach out to their corporate contact to make sure the store is aware of the partnership and how it works, and resolve any issues.

DISNEY STORE

- The store management team will contact you when donations are available and to schedule a pickup date and time. When you arrive, present your RDP Identification and Authorization Form with a photo ID to the store manager and keep a copy of the signed forms for your records.
- The donations from this brand are primarily made up of returned items but may also include clearance, seasonal, overstocked and display items. Many items will not have original packaging and some may be missing pieces. A majority of each donation should be in good, useable condition.
- If you have any questions or concerns about the partnership, please [submit a case](#) to Good360. Please do not direct partnership issues to the store. The program manager will reach out to their corporate contact to ensure the program is working as designed.

GUESS

- The store operations manager will contact you when donations are available and to schedule a pick up date and time. If after the first 30 days of the partnership you have not heard from your store, you may introduce yourself as the store's nonprofit donation partner with Good360.
- When the store has a donation ready, present two copies of your RDP Authorization Form to the store manager at the pickup. One copy is for the store's records and the other copy is for your organization's records.
- Your twelve-month partnership begins when you receive your first donation. If you do not receive a donation within the first 90 days of partnership or if you have any questions or concerns about the partnership, please contact Good360.
- The donations from this brand include primarily returned items but may also include clearance, seasonal, overstocked and occasionally store fixtures.
- If there is a significant challenge with a donation or relationships with a store, you should not address these issues with the store or anyone else associated with the donor. If a problem arises, contact Good360 immediately by [submitting a case](#). The Good360 Program Manager will reach out to their corporate contact to make sure the store is aware of the partnership and how it works, and resolve any issues.

HARMON FACE VALUES

- A representative from the store will contact you when they have donations available to schedule the first pickup. Some Harmon Face Values store managers prefer to have a set schedule for pickups. Others prefer the nonprofit partner calls to check-in periodically. Discuss with your store what type of pickup arrangement works best.
- If after the first 30 days of the partnership you have not heard from your store, you may call to introduce yourself as the store's nonprofit donation partner with Good360.
- At the time of pick up, present your RDP Identification and Authorization Form to the store manager. Each form should be signed by both the store and the nonprofit. One copy should be left at the store and the other copy should be kept for your records.
- Donations from Harmon Face Values will usually include out-of-season stock as well as clearance, excess inventory, and returns. Candy and small food items may be included in the donations as well as seasonal décor and personal care supplies.
- If there is a significant challenge with a donation or relationships with a store, you should not address these issues with the store or anyone else associated with the donor. If a problem arises, contact Good360 immediately by [submitting a case](#). The Good360 Program Manager will reach out to their corporate contact to make sure the store is aware of the partnership and how it works, and resolve any issues.

THE HOME DEPOT (FRAMING HOPE)

- Partnerships with The Home Depot have a delayed start date called a “go-live” date. This date is set by The Home Depot and Good360 is unable to change that. The go-live date is the first date that the store can begin to gather donations. The go-live date is the same as the start date listed on your RDP Identification and Authorization.
- If you have not heard from your store within 90 days of your go-live date, please contact the store and ask to speak with the Store Manager or Operations Manager. Whenever you speak with the store, also note who you spoke with.

- The donations from The Home Depot are primarily made up of returned items but may also include clearance, seasonal, overstocked and display items. Many will not have original packaging and some may be missing pieces. A majority of items in each donation should be in good, useable condition.
- Once the store contacts you for a donation pickup, the items must be picked up within 2 business days. At the time of pickup, present your RDP Identification and Authorization Form to the store manager. Each form should be signed by both the store and the nonprofit. One copy should be left at the store and the other copy should be kept for your records.
- If there is a significant challenge with a donation or relationships with a store, you should not address these issues with the store or anyone else associated with the donor. If a problem arises, contact Good360 immediately by [submitting a case](#). The Good360 Program Manager will reach out to their corporate contact to make sure the store is aware of the partnership and how it works, and resolve any issues.

POTTERY BARN AND POTTERY BARN KIDS/ TEEN

- The store operations manager will contact you when donations are available and to schedule a pick-up date and time. If after the first 30 days of the partnership you have not heard from your store, you may introduce yourself as the store's nonprofit donation partner with Good360.
- This brand has been a partner with Good360 for over twenty years. Because of our longstanding partnership with Good360, the store culture still often times refers to Good360 by our previous name Gifts In Kind (GIK) or Gifts In Kind International (GIKI). Be aware that the store may still refer the partnership as GIK.
- Pickups can consist of a wide variety of store merchandise from lamps and rugs to bedding and decorating items. The donations will be made up of returns, clearance, end of season and buyback items.
- When the store has a donation ready, present two copies of your RDP Authorization Form to the store manager at the pickup. One copy is for the store's records and the other copy is for your organization's records.
- Your twelve month begins when you receive your first donation. If you do not receive a donation within the first 390 days of partnership or if you have any questions or concerns about the partnership, please submit a case to Good360.

- If there is a significant challenge with a donation or relationships with a store, you should not address these issues with the store or anyone else associated with the donor. If a problem arises, contact Good360 immediately by [submitting a case](#). The Good360 Program Manager will reach out to their corporate contact to make sure the store is aware of the partnership and how it works, and resolve any issues.

TUESDAY MORNING

- The store manager will contact you when donations are available and to schedule a pick-up date and time. If after the first 30 days of the partnership you have not heard from your store, you may introduce yourself as the store's nonprofit donation partner with Good360.
- At the time of pick up, present your RDP Identification and Authorization Form to the store manager. Each form should be signed by both the store and the nonprofit. One copy should be left at the store and the other copy should be kept for your records.
- The donations from this brand primarily include out of season stock and clearance items but may also include returns and display items occasionally. Many items will not have original packaging and some may be missing pieces. A majority of each donation should be in good, useable condition. Generally, donations from this brand will be in smaller quantities.
- Your twelve month begins when you receive your first donation. If you do not receive a donation within the first 390 days of partnership or if you have any questions or concerns about the partnership, please submit a case to Good360.
- If there is a significant challenge with a donation or relationships with a store, you should not address these issues with the store or anyone else associated with the donor. If a problem arises, contact Good360 immediately by [submitting a case](#). The Good360 Program Manager will reach out to their corporate contact to make sure the store is aware of the partnership and how it works, and resolve any issues.

UGG (DECKERS)

- The store operations manager will contact you when donations are available and to schedule a pick-up date and time. If after the first 30 days of the partnership you have not heard from your store, you may introduce yourself as the store's nonprofit donation partner with Good360.
- When the store has a donation ready, present two copies of your RDP Authorization Form to the store manager at the pickup. One copy is for the store's records and the other copy is for your organization's records.
- Donation consists of shoes and periodically other accessories. Donation volume may fluctuate and will be made up of returns, clearance and end of season items.
- Your twelve month begins when you receive your first donation. If you do not receive a donation within the first 90 days of partnership or if you have any questions or concerns about the partnership, please submit a case to Good360.
- If there is a significant challenge with a donation or relationships with a store, you should not address these issues with the store or anyone else associated with the donor. If a problem arises, contact Good360 immediately by [submitting a case](#). The Good360 Program Manager will reach out to their corporate contact to make sure the store is aware of the partnership and how it works, and resolve any issues.

WEST ELM

- The store operations manager will contact you when donations are available and to schedule a pick-up date and time. If after the first 30 days of the partnership you have not heard from your store, you may introduce yourself as the store's nonprofit donation partner with Good360.
- This brand has been a partner with Good360 for over twenty years. Because of our longstanding partnership with Good360, the employees still often refers to Good360 by our previous name Gifts In Kind (GIK) or Gifts In Kind International (GIKI). Be aware that the store may still refer the partnership as GIK.
- When the store has a donation ready, present two copies of your RDP Authorization Form to the store manager at the pickup. One copy is for the store's records and the other copy is for your organization's records.
- Donation consists of a wide variety of store merchandise from bedding and rugs to kitchen items and home decor. The donations will be made up of returns, clearance, end of season and buyback items.

- Your twelve month begins when you receive your first donation. If you do not receive a donation within the first 90 days of partnership or if you have any questions or concerns about the partnership, please submit a case to Good360.
- If there is a significant challenge with a donation or relationships with a store, you should not address these issues with the store or anyone else associated with the donor. If a problem arises, contact Good360 immediately by [submitting a case](#). The Good360 Program Manager will reach out to their corporate contact to make sure the store is aware of the partnership and how it works, and resolve any issues.

WILLIAMS-SONOMA

- The store operations manager will contact you when donations are available and to schedule a pick-up date and time. If after the first 30 days of the partnership you have not heard from your store, you may introduce yourself as the store's nonprofit donation partner with Good360.
- This brand has been a partner with Good360 for over twenty years. Because of our longstanding partnership with Good360, the store culture still often times refers to Good360 by our previous name Gifts In Kind (GIK) or Gifts In Kind International (GIKI). Be aware that the store may still refer the partnership as GIK.
- When the store has a donation ready, present two copies of your RDP Authorization Form to the store manager at the pickup. One copy is for the store's records and the other copy is for your organization's records.
- Donation consist of a wide variety of store merchandise from cookware and bake ware to electrics and dinnerware. The donations will be made up of returns, clearance, end of season and buyback items.
- Williams-Sonoma has recently updated its product donation policy to now include shelf stable foods that are past their best buy date. They are committed to finding ways to get this product into our local food banks/charity programs to positively impact communities. Partnerships must accept food items in order to partner with the store. Food Types you could expect to receive are: sauces, baking mixes, drink mixes, condiments, pastas, rice's/grains, and baking ingredients.

- Your twelve month begins when you receive your first donation. If you do not receive a donation within the first 90 days of partnership or if you have any questions or concerns about the partnership, please submit a case to Good360.
- If there is a significant challenge with a donation or relationships with a store, you should not address these issues with the store or anyone else associated with the donor. If a problem arises, contact Good360 immediately by [submitting a case](#). The Good360 Program Manager will reach out to their corporate contact to make sure the store is aware of the partnership and how it works, and resolve any issues.

FREQUENTLY ASKED QUESTIONS

Do I contact the store or does the store contact me? Each retailer differs slightly on how they coordinate with their nonprofit partners. Please read the Brand Specific section of this guidebook which will explain the process of beginning each partnership.

Will the donations be delivered to me?

You will need to pick up donations from your retailer. You should discuss the volume of available donations with the store manager so you will know what size vehicle to take to the pickup site.

How often will I need to make a pickup? Each store is different based on their volume, the time of year, and the size of their stockroom. Discuss this with your store manager and create a mutually satisfactory schedule. Be sure the manager has an alternate contact person / phone number for your nonprofit during times that you will be on vacation, or your office is closed for a holiday. Stores generally do not have space to store donations for long periods of time. Make sure a backup person has been assigned to pick up products if you are not able.

Am I assured of a certain amount of product from the store?

Every store has a different inventory and a different level of success in sales. Products given to a nonprofit will vary from brand to brand and store to store. If you have been with your store for at least 90 days and have not been contacted, please send notification to <https://good360.org/contact/> or call (703) 836-2121

Can I get any extra products in addition to the donations?

You may only take products that are offered to you by the store manager and it is not appropriate to request specific items.

What types of products will I receive? Your donations will consist of nearly anything you will find at your retailers' store(s). Most products will be in good, useable condition that was overstock, clearance merchandise or seasonal items. You will also receive some buyback and returned merchandise. You may receive some fixable items that may need to be laundered and/or repaired before they can be used.

What am I allowed to do with the products? Product donations can be used to serve youth, the ill or the needy, or to assist in the administration of your charity's programs. You may NOT sell the donated products in any manner, which includes bartering, auctioning, or in thrift stores. Donations cannot be given to volunteers or

staff, since items must go directly to those in need. Be sure all employees and clients are aware of all Good360 restrictions and policies.

Do I have to take everything the store gives me? Your organization must take all items that have been processed by your store for donation. If you should receive significant amounts of products that are missing parts or are damaged, please contact the Good360 Program Operations team at <https://good360.org/contact/> or by calling (703) 836-2121.

What can I do with products not needed by my organization? If you receive items that your organization is unable to utilize, you may share them with another nonprofit serving the ill, needy, or youth. However, you must obtain written permission from Good360 to do so. Be prepared to submit a detailed inventory of the product you wish to donate as well as the EIN of the receiving organization.

Will this store be giving to any other nonprofit? Your organization will be the only Good360 nonprofit assigned to that particular store during the year in which you registered.

Can I partner with more than one store? You are authorized up to three partnerships. Any organization requesting more than three RDP stores will be asked to complete an [RDP Inquiry Form](#). This form must be reviewed by Member Services before the request for additional stores will be approved.

Can I partner with stores outside of 50 miles from my organization? Partnerships outside of this range have proven to be significantly less successful due to the distance required for pickup. However, exceptions might be made on a case-by-case basis for stores in very remote regions of the country.

How long does my partnership remain in effect? Your partnership will last 12 months. You will receive a renewal notice via email prior to the end date listed on your Authorization Form. If you do not receive this renewal notice 30 days prior to the partnership expiration, contact Good360 at (703) 836-2121. Un-renewed and expired partnerships are subject to immediate release on the expiration date and will be made available to other organizations on the Good360 online catalog.

Can I transfer my partnership to another store location? No. You are committed to this location for the duration of the partnership.

Can I receive a refund? Administrative fees for Retail Partnerships are non-refundable, unless the initial application is declined by Good360.

What if I can no longer participate in the program? Good360 requires 60-days written notification if you plan to drop out of the program for any reason. You will be

required to pick up donations from all assigned stores during this notification period. Your sixty days will begin upon acknowledgement of your written request. NOTE: Leaving a partnership early will result in a forfeiture of your administrative fee.

What if the store does not recognize the Good360 program or claims that it does not have product to give? Contact Good360 immediately. Store employees often have a high turnover rate and may not be familiar with the program. Please allow the Good360 program manager up to 30 days to contact the corporate office and attempt to resolve the issue. If the problem persists, and the current partnership has been active for at least 6 months, a credit request can be submitted to the Program Manager. Please note: credit requests made at the time of partnership renewal notification or expiration will not be entertained.

What can I do if I am having other challenges with my store? Contact Good360 early and often! We are here to help and make your partnership a valuable part of your organization's mission. There are two ways to submit inquiries:

- **Submit** a Customer Support Case at <https://good360.org/contact/>
- **Call** (703) 836-2121, Monday through Friday from 9 am – 5 pm EST

