

## Items We Cannot Accept or Sell

Goodwill accepts many different household wares, accessories, furniture, and textile categories. **There are some items that we cannot accept or sell.** While each of these items has its reason for not being accepted or sold, most of them are not accepted due to safety or environmental concerns. The U.S. Consumer Product Safety Commission's Resellers Guide to Selling Safer Products (May 2021 edition) is used as a reference guide to some of the products listed within this section.

Below is a list of items that we do not accept or sell:

- Baby cribs
- Baby walkers
- Mattresses and box springs
- Gas or kerosene containers
- Chemicals or paint
- Large appliances (e.g., refrigerators, stoves)
- Vehicle tires and batteries
- Compressed air cylinders
- Bean bag chairs
- Motorcycle helmets
- Children's metal jewelry
- Antique toys with lead-based paint
- Unsellable furniture

## Firearms, BB guns, Airsoft, Paintball, Compressed Air Rifles:

Goodwill does not accept any items that shoot or launch projectiles using compressed air, air cylinders, or ammunition. **If a BB, pellet, airsoft, or paintball gun is donated, the employee receiving the item will inform the donor that these items cannot be accepted.** If such an item is donated after hours, the employee will safely place it in the trash compactor or dumpster without touching the trigger. Under no circumstances will an employee handle or play with the item, as this could pose a serious risk of injury to themselves or others.

**Notes:**

**Drawstrings on Children's Clothing:** Any outer clothing items sized 2T-12 must have drawstrings completely removed before being placed on the store floor.

**Children's Toy Chests:** When checking toy chests, ensure they are equipped with a spring-loaded lid support. This feature prevents the lid from slamming shut. To test the lid's functionality, allow it to fall. If it closes slowly, the toy chest can be sold. If the lid drops quickly, do not sell that item.

**Handling Donations:** If you are assigned to the donation door and receive a request for items that cannot be accepted, kindly explain to the donor that we are unable to accept those items. If the donor needs further clarification or becomes upset, please call a member of management for assistance.

**Suggested Scripts for Donors:**

- "Unfortunately, we do not accept \_\_\_\_\_ as donations. We are unable to accept those items because we cannot resell them due to safety guidelines."
- "I am sorry, but we cannot accept that donation because we are not allowed to sell that type of item on our sales floor, and we are prohibited from disposing of any paint or chemicals in our trash containers."

**Effective June 2nd:** All Goodwill stores will not accept furniture that is not in a sellable condition. Examples include furniture that is broken, soiled, ripped, stained, or missing functional pieces. Employees will follow the above-listed procedure when turning those pieces away.