



a thrift store by: **south county**
outreach

Donation Policy

When you donate your items to Upscale Resale thrift store, you are supporting programs that keep people from becoming homeless, feed people with limited financial resources, increase their employment status through computer classes and find housing for the working homeless, including single parents, seniors, veterans and many others.

The mission of Upscale Resale Thrift Store is to raise money through sales of donated items to support the programs of South County Outreach. Each year the revenue from Upscale Resale thrift store adds over \$200,000 to the South County Outreach's budget.

Raising money through the sales of your donations means accepting only sellable or usable items.

DONATION DROP-OFF HOURS

Monday – Friday: 11:00am – 3:00pm

Saturday: 10:00am – 2:00pm

Sunday: NO DONATIONS ACCEPTED

10 MOST NEEDED ITEMS

- **Purses** – designer or name brand
- **Ladies clothing** – designer or name-brand
- **Fine & costume jewelry** – gold jewelry in any condition
- **Small pieces of furniture** – accessory tables, chairs, lamps, desks
- **Shoes & boots** – new or gently worn men's and women's
- **Collectibles** – figurines, fine china, silver
- **Kitchen Items**- good condition, nothing chipped or not working
- **Home décor** – floral arrangements, leaded crystal, accent items, linens, holiday items
- **Books** – publishing date less than five years or classics. No school books or encyclopedia
- **DVDs & CDs** – please no cassettes or video tapes
- **Toys, games and puzzles** – must be complete

We can only accept items that are in new and/or gently used condition.

ITEMS NOT BEING ACCEPTED

- Items that are soiled, stained, ripped, over used, broken, missing parts, non-working or recalled.
- Undergarments or socks, unless they are new with tags or in packages.
- Large appliances, computers, printers, console TV's or console stereos
- Car seats, used computers, printers or monitors
- Paint & chemicals of any kind

- Electronics that do not work
- Mattresses, box springs or cribs
- No school books or encyclopedias
- Automobile parts
- Building materials
- Please call 949-855-4158 or email bickes@sco-oc.org regarding donations of large furniture.

Who shops at Upscale Resale?

Everyone! Treasure hunters, hobbyists, collectors, college kids & people looking to save money. Upscale Resale is the place to shop and save!

What are your store hours of operation?

Monday – Friday: 11:00 am - 5:00pm

Saturday: 10:00 am - 4:00 pm

2nd & 4th Sunday: 10:00am – 3:00 pm

We are closed on major holidays. Please call the store for more information.

Donation Center

Monday-Friday: 11:00am – 3:00 pm

Saturday: 10:00 am – 2:00 pm

Sunday: NO DONATIONS ACCEPTED

How often does your store inventory change?

Our dedicated volunteers place new merchandise on the sales floor daily. We are blessed to receive an abundance of donations every week and we process all saleable merchandise as quickly as possible in order to make them available for sale. No matter when you visit Upscale Resale, we will always have something you are looking for.

What is your return policy?

No exchanges. No returns.

Does Upscale Resale sell gift certificates?

Yes we do. Not sure what to give a family member, friend or co-worker? Take the stress out of gift giving and give the perfect gift of all - An Upscale Resale gift certificate!

Does Upscale Resale do donation pick-ups?

At this time, we are not able to do donation pick-ups.

Does Upscale Resale repair items?

No. We make every effort to not sell items that are torn, broken or non-working.

What happens to the donated items you cannot sell?

All useful donations that we are not able to sell, are out-sourced to other local charitable organizations.

Can I claim an IRS deduction for items I've donated?

Yes. Upscale Resale is a 501 (3) (c) nonprofit organization. We can provide you with a donation receipt to keep for your tax records.

Can you tell me how much I can claim for an IRS deduction?

By law, a non-profit organization cannot provide a donor with the dollar value of an in-kind gift. Please visit IRS.gov for more information.

Can I donate money?

Absolutely! You can make monetary donations at Upscale Resale or directly from our website, just click on the "DONATE TODAY" button. Monetary donations are also tax deductible.

Can I donate a car?

Yes. It's free, easy, and fast to donate a vehicle to South County Outreach. Fill out the online form or call 1-888-205-3420 to donate.

Can I volunteer at Upscale Resale?

Absolutely! Upscale Resale is operated entirely by volunteers. Want to donate a few hours of your time each week? Simply fill out a volunteer interest form on our website.

I would like an Upscale Resale representative to speak about the organization: is that possible?

Yes, it is. Please call us at 949-380-8144 to receive more information. We can also schedule an Upscale Resale fashion show for your local club or organization. Please call us at 949-855-4158 for more information about availability.