

MATTHEWS HELP CENTER DONATION GUIDELINES (One Receipt to a Customer) – Updated 6/1/26

Thank you for your interest in donating new or gently used items to the Matthews HELP Center. Below is an alphabetical list of what we accept (underlined and in black) and what we cannot accept (in gray) for space, safety, or other reasons, such as the item being broken, unsellable, or unusable.



Antiques and Collectibles: YES

APPLIANCES:

- Air Fryers (NEW ONLY): YES
- Countertop ones (e.g. blenders, mixers, toasters, coffeemakers, etc.): YES
- Regular sized refrigerators, dishwashers, washers/dryers, HVAC units: NO
- Small dorm-size refrigerators with no sign of mold: YES

Artwork: YES

Arts and Crafts Items: YES

AUTOMOTIVE:

- Windshield Wipers and Wiper Fluid, NEW in Packaging Only.
- Automotive Parts, Tires, Car Batteries, Floor Mats: NO

BABY ITEMS

- Cribs: NO
- Baby Strollers, including Umbrella Strollers: YES
- Baby Swings, Baby Bouncers, Baby Bassinets, NEW in Packaging Only
- Baby Formula – Unexpired Only: YES (but we forward to another org)
- Baby Monitors: NEW in Packaging Only
- Baby Bathtubs: YES
- Baby Toilet Seats/Potty Training Chairs: YES
- Booster Seats for dining/restaurant: YES
- Car Baby & Booster Seats, including new-in-box and regardless of size: NO
- Diaper Genies: YES
- Highchairs: YES
- Pack-n-Plays: YES

BATTERIES:

- AA, AAA, C, D, 9V: YES, ONLY IF NEW IN PACKAGING
- Chargeable batteries without the item it charges: NO

BEDS & BEDDING (Also See Linens):

- Bedframes: NO | Bed Pillows: NO
- Mattresses: NO | Mattress Pads: NO
- Sheets, USED: NO | Sheets, New in Packaging: YES
- Electric Blankets: NO
- Weighted Blankets: NO

Bikes, if chain, brakes, and tires in good working order: YES

Bike Helmets: NEW in Packaging Only

Bike Racks: NO | Bike Kid Seats: NO

Books:

- Audio Books: YES
- Fiction, Non-fiction, and Children’s Hardback and Paperback: YES
- Reference Books and Textbooks: NO
- Spiral-bound books: NO

Cameras: YES

Ceiling Fans: NO

Chemicals (e.g., Paints, Oils, Gasoline, other flammables): NO

Christmas Décor: YES

CLEANING SUPPLIES AND EQUIPMENT:

- Mops (NEW ONLY): YES | Swiffer Sweepers (PAD ONLY)/dusters: YES
- Vacuums, Floor Steamers and Mechanical Mops: NO

Clocks and Watches: YES

Clothing and Clothing Accessories that are clean and gently used/worn: YES

COMPUTER AND OFFICE EQUIPMENT:

- Cables: Yes
- Copy and Fax Machines: NO UNLESS NEW & UNOPENED
- Hardware (Desktops, Laptops, Printers): NO UNLESS NEW & UNOPENED
- Monitors: YES
- Software: NO

COOLERS: Styrofoam and non-Styrofoam: YES:

Diapers (Children’s and Adult): New in Packaging Only: YES

Disposable Bed Pads: New in Packaging Only: YES

Dolls and Doll Clothing: YES

Exercise Accessories: (step boxes, grab bars, balls, balance boards, etc.): YES

Exercise Machines (Ellipticals, Stationary Bikes, Treadmills): NO

Fans, Floor and Box: YES

FILE CABINETS:

- 2-Drawer File Cabinet YES
- 4-Drawer File Cabinet: NO

Fine and Everyday China, preferably full or almost full sets: YES

Fireworks: NO

Fire Pits, Metal: YES

Food: YES, unless it is expired, which we can’t accept

FLOOR COVERINGS:

- Carpets (rolls and scraps): NO
- Door mats: YES
- Rugs up to 5x7: YES

FURNITURE: (Staff must approve any small furniture donations)

- Small pieces, like dining chairs, end tables, bar stools: YES
- Large pieces, like dressers, desks: NO

GAMING EQUIPMENT:

- Gaming Consoles, like PlayStation, Wii, Xbox: YES
- Video Games: YES

Gas-Powered Tools (e.g., chainsaws, weed eaters): NO

Greeting Cards and Party Supplies, if unused: YES

GRILLS:

- Gas or large charcoal grills: NO
- Small charcoal grills: YES

Glassware and Dishes: YES

Golfing Gear (Balls, Bags, and Clubs): YES

Halloween Décor, Costumes and Accessories: YES

Housewares and Home Decor: YES

Jewelry: YES

Keyboards, with or without stand: YES

LIGHTING:

- Hard-wired Fixtures: NO
- Lamps (Floor and Table): YES
- Lamp Shades, New Only: YES
- Lightbulbs (incandescent, LED) if NEW: YES
- Neon Light Bulbs: NO

LINENS:

- Bath and Kitchen towels: YES
- Blankets and throws: YES
- Comforters and quilts: YES
- Curtains/Drapes: YES
- Sleeping pillows, NEW in packaging Only
- Sleeping bags, NEW in packaging Only
- Shower Curtains: YES
- Tablecloths and Table Runners
- Throw pillows (decorative): YES

Luggage: Yes

MIRRORS:

- Framed: YES
- Unframed: NO

Musical Instruments: YES

Paper Products, if NEW: YES

PET ITEMS:

- Pet carriers, mats, dishes, leashes, & collars: YES
- Pet Food: New in Packaging Only and Not Expired: YES

Phones, Mobile or Wired: NO unless antique or collectible

Pocketbooks, Purses, Handbags, Tote Bags, and Backpacks: YES

Pots and Pans: YES

Silverware: YES

Sinks, Toilets, Tubs: NO

Shoes: YES

Small Electronics (e.g., alarm clocks, radios): YES

Stationary Bikes: NO

STEREO AND AUDIO EQUIPMENT:

- Albums: YES
- Audio Books, CDs, DVDs: YES
- CD Players: YES
- DVD and Blu-ray players, Only if Remote & power cord Included: YES
- Speakers, Small Portable: YES
- Speakers, Large Stand-alone: NO
- Turntables: YES
- VCRs: NO
- VHS Tapes: YES

Televisions: NO

Trash: NO

Toys, in good working order and complete sets: YES

Weapons and Ammunition: NO

WINDOW TREATMENTS:

- Blinds, NEW only: YES
- Cornices: NO
- Curtain and Curtain Rods: YES
- Shutters, NEW only: YES

World Globes: YES

Thank you for supporting the Matthews HELP Center, which was established in 1979 by our founders June Hamrick and Iris Devore.

OUR MISSION: To provide short-term crisis assistance to our neighbors in the Greater Matthews Community.

OUR VISION: A self-sufficient, thriving community for all.

Our Values:

Hope: We serve as a bridge to a better quality of life

Empathy: We approach each interaction with kindness and compassion to seek to understand the uniqueness of every situation.

Love: We treat each other with respect, dignity and listen without judgement

Partnership: We engage with the community to empower our clients to overcome their current crisis and be better prepared for tomorrow.

Our Current Service Area:

- 28104 – Matthews/Stallings
- 28105 – Matthews
- 28226 – Charlotte
- 28270 – Charlotte
- 28211 – Charlotte
- 28079 – Indian Trail

OUR DONATION HOURS BY SEASON

SEPTEMBER – MAY:

- **Monday: 9 am to 12 noon**
- **Tuesday – Saturday: 9 am to 2 pm**

June – August (due to heat)

- **Monday: 8 am to 12 noon**
- **Tuesday – Saturday: 8 am to 1 pm**

OUR OTHER HOURS OF OPERATION

Social Services:

- Monday - Friday 9 am to 4 pm

Backporch Treasures Thrift Boutique:

- Monday - Saturday 10 am to 5 pm

OUR PHONE:

- 704-847-8383

OUR WEBSITE:

- www.MatthewsHelpCenter.org