



MATTHEWS HELP CENTER DONATION GUIDELINES (One Receipt to a Customer) – Updated 9/21/26

Thank you for wanting to donate new or gently used items to the Matthews HELP Center. This list is organized as follows:

- Acceptable Items in Gently Used Condition (Page 1)
- Acceptable Items If NEW, UNUSED, AND STILL IN THE ORIGINAL PACKAGING (Page 1)
- Non-Acceptable Items (Page 2): These are things we cannot take for space, safety, or other reasons, such as the item being broken, unsellable, or unusable.

ACCEPTABLE ITEMS IN GENTLY USED CONDITION

Note: We reserve the right to inspect the condition of these items before accepting them.

- Alarm clocks
- Antiques and Collectibles
- Audiovisual/Stereo Equipment and Accessories: Albums, Audiobooks, Cassette Tapes, Blu-Ray, CDs, DVDs, VCR Tapes
- Appliances: Countertop ones (e.g., blenders, mixers, toasters, coffee makers, etc.)
- Appliances: Small dorm-sized refrigerators
- Artwork
- Arts and Crafts Items
- Baby/Umbrella Strollers (**Requires staff inspection and approval to ensure it is fully functional**)
- Baby Booster Seats for Restaurant Use
- Bikes (**Requires staff inspection and approval to ensure they are fully functional**)
- Books: Audio Books
- Books: Hardback fiction and non-fiction
- Books: Paperback fiction and non-fiction
- Cameras: Digital and non-digital
- China: Fine and Everyday
- Christmas Décor, including Christmas Trees
- Clocks and watches
- Clothing: Women's, Men's, and Children's
- Coolers: Styrofoam and non-Styrofoam
- Dolls, Doll Clothing, and Doll Accessories
- Exercise Accessories (e.g., step boxes, grab bars, balls, balance boards, etc.)
- Fans: Box and Floor Fans
- Firepits (metal only)
- Floor Coverings: Door mats
- Floor Coverings: Rugs up to 5x7
- Furniture: Small pieces only, like a dining chair or end table (**Requires staff inspection and approval to ensure we have space for it and that it is sellable in BPT**)
- Gaming Equipment: Include gaming consoles, video games, and accessories
- Glassware and Dishes
- Golfing Gear (e.g., golf bags, golf balls, and golf clubs)
- Greeting Cards as long as unused
- Grills: Small Charcoal Grills
- Halloween: Costumes and Décor
- Housewares and Home Décor
- Jewelry
- Lighting: Table Lamps
- Linens: Bath and Kitchen Towels
- Linens: Blankets and Throws

ACCEPTABLE ITEMS IN GENTLY USED CONDITION CONTINUED

- Linens: Comforters, Duvets, and Quilts
- Linens: Curtains and Drapes
- Linens: Shower Curtains
- Linens: Tablecloths, Placemats, and Runners
- Linens: Decorative Throw Pillows
- Luggage
- Mirrors: Framed only up to 2'x3'
- Musical Instruments (**note: Keyboards require staff inspection and approval to ensure we have the space for it and that it is sellable in BPT**)
- Party Supplies as long as unused
- Pet Items: Carriers, mats, dishes, leashes and collars
- Pots and Pans
- Purses, pocketbooks, handbags, tote bags, backpacks, and wallets
- Shoes
- Silverware
- Stereo Equipment: Bose Speakers (small only, not standing speakers) and Bose Systems
- Toys
- World Globes

ACCEPTABLE IF NEW, UNUSED, AND STILL IN THE ORIGINAL PACKAGING

- Automotive: Windshield Wipers and Wiper Fluid
- Baby Bassinets
- Baby Bouncers
- Baby Formula (unexpired only and it is forwarded to another org)
- Baby Swings
- Batteries: AA, AAA, C, D, 9V, etc.
- Bedding: Disposable Bed Pads
- Bedding: Mattress Pads
- Bedding: Sheets
- Bedding: Sleeping Bags
- Bedding: Sleeping Pillows
- Bike Helmets
- Diapers and Incontinence Products (Baby and Adult)
- Cleaning Supplies/Equipment: Cleaning Solutions/Liquids
- Cleaning Supplies/Equipment: Mops
- Cleaning Supplies/Equipment: Swiffer Sweeper Pads/Dusters
- Food that isn't expired
- Lighting: Lamp Shades without a lamp
- Lighting: Light Bulbs (incandescent and LED)
- Paper Products
- Pet Food
- Window Treatments: Blinds and Indoor Shutters

NON-ACCEPTABLE ITEMS

- Appliances: Regular sized refrigerators, dishwashers, washers/dryers, HVAC units
- Automotive Parts: Tires, Car Batteries, Floor Mats, etc.
- Baby Bathtubs
- Baby Cribs
- Baby Monitors
- Baby Toilet Seats/Potty Training Chairs
- Baby and Toddler Car Seats
- Baby Diaper Genies
- Baby Highchairs
- Baby Pack-n-Plays
- Batteries: Chargeable ones without the item it charges
- Bedding: Bedframes
- Bedding: Mattresses
- Bedding: Used Mattress Pads
- Bedding: Used Sheets
- Bedding: Used Pillows
- Bedding: Electric Blankets
- Bedding: Weighted Blankets
- Bike Racks
- Bike Kid Seats
- Books: Reference books and textbooks
- Books: Spiral-bound books
- Ceiling fans
- Chemicals (e.g., paints, oils, gasoline, other flammables)
- Cleaning Supplies/Equipment: Floor Steamers
- Cleaning Supplies/Equipment: Mechanical Mops
- Cleaning Supplies/Equipment: Vacuums
- Computer/Office Equipment: Cables and cords

NON-ACCEPTABLE ITEMS CONTINUED

- Computer/Office Equipment: Copy machines
- Computer/Office Equipment: Fax machines
- Computer/Office Equipment: Keyboards
- Computer/Office Equipment: Hardware (desktops, laptops, printers)
- Computer/Office Equipment: Monitors
- Computer/Office Equipment: Software
- Exercise Machines (e.g., Ellipticals, Stationary Bikes, Treadmills)
- File Cabinets regardless of size
- Fireworks
- Floor Coverings: Carpet rolls or scraps
- Floor Coverings: Rugs larger than 5x7
- Furniture: Large pieces such as dressers, beds, desks
- Gas-Powered Tools (e.g., chainsaws, weed eaters, etc.)
- Grills: Gas or Large Charcoal Grills
- Lighting: Floor Lamps
- Lighting: Hard-wired Fixtures
- Lighting: Neon lightbulbs
- Mirrors: Framed larger than 2'x3'
- Mirrors: Unframed of any size
- Phones: Mobile or otherwise unless an antique or collectible
- Sinks, Toilets or Tubs
- Stereo Equipment: CD Players, DVD Players, Blu-Ray Players, VCR Players
- Stereo Equipment: non-Bose speakers regardless of size
- Stereo Equipment: non-Bose systems
- Stereo Equipment: Turntables unless an Antique or Collectible
- Televisions
- Trash
- Weapons or Ammunition
- Window Treatments: Cornices

OUR HOURS OF OPERATION BY DEPARTMENT

<u>DONATION DROP OFF (By season and weather permitting)</u> 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 pm • Tuesday-Saturday: 8 am to 1 pm	<u>BACKPORCH TREASURES THRIFT BOUTIQUE</u> Year-round: Monday – Saturday: 10 am to 5 pm	<u>SOCIAL WORK</u> Year-round: Monday – Friday: 10 am to 4 pm The MHC Service Area by Zip Codes • 28104 – Matthews/Stallings • 28105 – Matthews • 28226 – Charlotte • 28270 – Charlotte • 28211 – Charlotte • 28079 – Indian Trail
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Our Contact Info: Street Address - 119 N. Ames Street, Matthews, NC 28105 / Phone - 704-847-8383 / Website - www.matthewshelpcenter.org

