

## **RECEPTION, COLLECTION AND HOME DELIVERY OF RE-USABLE ITEMS**

Do you have furniture that is still usable but has become unnecessary for you? The Helsinki Metropolitan Area Reuse Centre collects it free of charge. We also pick up large quantities of small household items. In addition, we deliver items bought from our stores directly to your home for a small delivery fee.

Our pickup and delivery services are inexpensive and easy to use. Our employees collect your used items from your home or deliver purchased items directly to you. We follow a clear distribution of work and responsibility in all transportations: the customer is responsible for his/her apartment and makes sure it is possible to carry the furniture while our personnel takes care of examining the items and transporting them.

### **Evaluating and approving items for reception**

Donated items should be easily accessible for evaluation – in other words there should be enough space and light to observe the condition of the items.

The Reuse Centre receives household items and furniture that are intact, clean and usable. The items should always be applicable as such. This means, for example, that textile surfaces and coatings should be clean and whole. Reuse criteria are explained on the phone when making an appointment for pickup, and our personnel evaluates the reuse possibilities of the items on the spot before transporting them.

### **Carrying items in the customer's home during pickup and delivery**

The customer is responsible for making sure that his/her personal property and surfaces are protected. Routes for carrying should be clear and accessible with outdoor and/or necessary work shoes. It is important to remove all property that interferes with carrying items and to protect all surfaces that could possibly be damaged during carrying. It is also necessary to make sure that routes are big enough for carrying large items.

### **Cancelling or re-scheduling settled transportations**

Cancelling pickup or delivery is possible without extra fees when cancellation is made at least one day before the agreed transportation date. If cancellations are made later than this, we charge an extra transportation fee. Cancellations should always be made to the store with which you have agreed about pickup or delivery. Please notice that we have a queue in transportations, so making changes to settled dates can mean having to wait in line before getting a new transportation.

# **KIERRÄTYSKESKUS**

