

Questions & Answers

Q. How long will it take for me to receive the items I have requested on the Referral Form?

A. We aim to fulfil all Referrals within Three Months. However, there are times when, due to the lack of suitable donated goods, we are unable to complete Referrals in full.

Q. How much will it cost to deliver the furniture and household effects to my house?

A. The Delivery Fee applied to all Referrals is £10 - Whether for one item or five items, payable to our Driver prior to the goods being off-loaded.

Q. I've managed to buy a 3 piece suite of my own, what do I do with the old one?

A. Call HFI and arrange for collection of the furniture/white goods free of charge. They can be recycled and used by another Client. After 6 Months or so, you may receive a call or a letter from us asking you when you going to be in a position to return the Furniture and/or effects to us.

Q. Due to unforeseen circumstances, I had to go out of my house and I missed the delivery appointment. When can you rearrange delivery?

A. We will make one further attempt at agreeing a suitable delivery time. Also, you will have to pay a further £10 redelivery charge. If you fail to keep this appointment, unfortunately, your Referral will be returned to the Referring Agency as undeliverable.

Q. I received some furniture and effects from HFI about two years ago. When can I apply for additional items?

A. The supply of donated goods is not limitless. We endeavour to ensure that furniture and effects are shared throughout the community. For this reason we reserve the right to refuse additional Referrals received within 18 months of the first application, except in certain extenuating circumstances e.g. Fire, Flood etc.



