

STRAY AID CHARITY SHOP INFORMATION SHEET

Our network of charity shops across the North East help to raise vital funds for all the dogs & cats in our care. Thanks to our wonderful supporters and volunteers, each of our shops are able to offer a fantastic range women's, men's, and children's clothes and accessories. We also sell a wide selection of puzzles, games and children's toys along with DVDs, CDs, records and books to keep our supporters entertained.

OUR SHOPS ARE LOCATED ACROSS THE REGION

- Seaham - 26 Church Street, Seaham, SR7 7HQ
- Blackhall - 41-43 Middle Street, Blackhall, TS27 4EE
- Chester-le-Street - 116 Front Street, Chester-Le-Street, DH3 3BA
- Stanley - 32 Front Street, Stanley, DH9 0HX
- Hartlepool - 168 York Road, Hartlepool TS26 9DT

OUR CHARITY SHOPS ARE RUN BY OUR VOLUNTEER TEAMS

We wouldn't be able to run our charity shops without our dedicated teams of volunteers who help raise thousands of pounds each month. Our charity shop volunteers greet our supporters and customers, sort donations, merchandise our shops & window displays, serve customers, keep each shop clean & safe, and of course make friends and have fun.

SUPPORT OUR SHOPS

There are many ways you, companies, local community groups, schools, colleges, universities, and other organisations can support our charity shops. From donating pre-loved items, end-of-line stock, or holding donation drives.

DONATING GOODS FOR SALE IS EASY

Simply decide what good quality pre-loved or new items you would like to donate, and pop down to your closest Stray Aid charity shop during their opening hours. You can find our latest opening hours on our website (www.strayaid.org.uk/charity-shops/). Alternatively, donations can be dropped off at our Coxhoe Dogs & Cats Home.

PRE-LOVED & NEW ITEMS WE CAN ACCEPT

We accept a wide range of good quality, new or pre-loved goods, and need over 5000 bags of donations every year. We accept:

- Clothing
- Shoes
- Handbags
- Accessories
- Jewelry
- Blu-rays, DVDs, CDs, & Records
- Book
- Children's toys
- Homeware
- Bric-a-Brac

Please ensure that all items you are donating are clean, free of dirt, and in good working order with all applicable parts or pieces.

PRE-LOVED & NEW ITEMS WE CANNOT ACCEPT

Although we appreciate all donations, we are unable to sell some items for safety or legal reasons. If you are unsure if we can accept an item you would like to donate, please take a look at the list below of items we cannot accept and why we cannot accept some items.

If we receive a donated item we cannot sell, we may then have to pay for it to be properly disposed of.

Safety Reasons

We do not sell items that may be dangerous to our staff, volunteers, or customers. We also do not sell any safety equipment that we cannot guarantee is still effective

Hygiene Reasons

We do not sell items that present a hygiene risk in their handling or use.

Legal Reasons

We do not sell items that are legally prohibited from sale. We do not sell items that require a license that is either inappropriate or too expensive.

Wellbeing Reasons

We do not sell legal items that may cause harm to staff, volunteers, or customers.

Undesirability Reasons

We do not stock items that are unlikely to sell or undermine our fundamental principles.

Please do not donate

- Upholstered furniture/items without a fire label, including each item without labels as part of a set
- Upholstered furniture with tears or damage
- Furniture with damage or missing parts
- Wood veneer furniture with damage exposing the inner wood
- Candles without instructions
- Electric items which produce heat (e.g. kettles, toaster, hair tongs, etc...)
- Electric blankets
- Electric showers
- Sunbeds or tanning equipment
- Waste disposal units
- Power tools without instructions
- Gas appliances (mains or bottled)
- Oil filled radiator
- Hardwired storage heaters
- Buoyance aids, lifejackets, inflatable dinghies (unless new & boxed)
- Safety helmets, riding hats, crash helmets, cycling helmets
- Safety harness of any sort
- Firefighting equipment
- Children's car seats
- Toys without a CE mark
- Electronic software or hardware
- Home recorded/produced DVDs, CDs, videos, audiotapes, or video games
- Weapons, knives, swords, sword stocks, bows or crossbows
- Guns or ammunition (including replica or deactivated guns or ammunition)
- Used duvets or pillows
- Medication of any kind (including vitamins)
- Prescription spectacles
- Ivory in any form (including as part of a larger item)
- Petrol or diesel fueled garden tools (e.g. petrol lawnmowers)
- Real fur (including as part of a larger item)

If we receive a donated item we cannot sell, we may then have to pay for it to be disposed of properly. Please ensure we are able to sell all items you donate to avoid additional costs for the Charity. If you are unsure about donating an item that is not on the above list nor listed as an item we routinely accept, please contact one of our charity shops or our reception, which can be reached by calling 0300 999 4247 or emailing reception@strayaid.org.uk.

COULD YOU BECOME A PART OF ONE OF OUR DEDICATED CHARITY SHOPS VOLUNTEER TEAMS?

Every Stray Aid charity shop needs an amazing team of volunteers to make it a success for the dogs & cats who need our help, and we are on the lookout for people like you to join us.

On top of the vital funds our charity shops raise, they also help to increase awareness of Stray Aid and our life-saving and life-enhancing work we do , helping reunite families and help unwanted dogs & cats find the families they deserve.

There are many different ways you can help, and even volunteering a couple of hours a week will make a huge difference as a Volunteer Community Shop Assistant. Our Volunteer Community Shop Assistants help with the running of their local Stray Aid charity shop, helping to maximise sales and profitability, and to be the public face of Stray Aid. Your main tasks would be to assist and serve customers, to process stock including sorting, steaming, pricing and hanging of donated items and to promote public understanding of what Stray Aid does and the importance of raising funds through the shop.

Are you a team player, do you enjoy building relationships with people, can you go that extra mile when it comes to customer service? If so, Stray Aid can offer you the chance to enhance your skills and gain retail experience for your CV. And you can choose what hours to volunteer, meaning you can fit volunteering around you schedule. If you are friendly and enjoy working as part of a team and with the public, if you want to develop customer service skills and are at least 18 years old then get in touch today and talk to us about volunteering in one of our charity shops.

Please visit our website for more information about volunteering for Stray Aid: www.strayaid.org.uk/volunteer/

THANK YOU FOR SUPPORTING STRAY AID AND WE HOPE TO SEE YOU SOON IN ONE OF OUR CHARITY SHOPS