



COLLECTIONS POLICY

Alex TLC do not charge for collections*.

The minimum amount for collection is three large bin bags or equivalent.

Alex TLC may reasonably refuse collections located more than three miles from the nearest Alex TLC charity shop.

Customers are advised that all collections are organised in hourly slots from 10am to 1pm and 1.30 pm to 5.30 pm. The driver will endeavour to keep to these timings and will contact customers directly to inform of any delays.

Customers must ensure correct contact details have been provided when booking collections.

Customers needing to change their collection slot must call 020 7701 4388 at least 24 hours beforehand.

The driver must refuse collection of items on the Unacceptable Donations List, items obviously damaged beyond repair or of unsaleable quality, and items where collection would involve a reasonable health and safety risk.

Customers must have been informed that all fridges to be collected must be plugged in to prove they are working upon collection.

The driver and voluntary workers may reasonably refuse to collect any items requiring deconstruction, dismantling or disconnection, and must refuse these items if a health and safety risk may be incurred. This also applies to heavy items when stairs are involved.

The driver and voluntary workers will collect items from premises above ground floor level, but may reasonably refuse to collect heavy items involving several flights of stairs where there is no working lift.

* Customers requesting donation collection who reside within the Congestion Charging Zone may be required to pay Alex TLC the Congestion Charge fee before collection.

Customers requesting donation collection who reside in a restricted parking area resulting in parking charges must pay the driver directly or provide a valid parking permit on arrival.

Customers requesting collections that are below the minimum collection amount, or who are not available during the specified collection slot, on more than one occasion will be blacklisted.