

Wings RESALE Frequently Asked Questions

1. What are the store hours?

Monday Closed
Tues/Wed/Fri 10-6
Thurs 10-8
Saturday 10am-5pm
Sunday 11am-5pm

2. What are donations hours?

Same as store hours

3. Do I need an appointment or need to call first before donating items to the resale stores?

No. WE do ask if you have a large amount of items to please call before dropping off to make sure we have the space available at that time. The WINGS Resale staff and volunteers will do their best to accommodate every donation.

Niles Store:	Schaumburg Store:
8349 W. Golf Rd	855 W. Higgins Rd.
Niles, IL 60714	Schaumburg, IL 60195
847-965-1454	847-884-7411

4. Do you offer delivery?

WINGS offers a delivery service for furniture and other items purchased at the Resale stores. There is a delivery fee starting at \$75 for delivery to 10 miles of the stores. Over 10 miles the fee increase up to \$120

5. Do you pick up donations?

Yes, WINGS provides a FREE pick up service 3 days a week for large pieces of furniture within a 10 miles radius of the stores. To set up a pick up please call Dave Baker at 847-884-7599.

6. What do you accept for donations?

- Clothing in great condition (men, women, and children)
- Housewares and Collectables
- Accessories (shoes, belts, handbags, and Jewelry)
- Books, albums, CD's, and DVD's
- Toys (in good condition and no small pieces please)
- Electronics in working condition; no more than 5 yrs old
- Home accessories (Lamps, rugs, pictures, etc.)
- Furniture (for large furniture please call 847-884-7599 for pick up service in limited area)
- Small appliances (toasters, microwaves, etc); no more than 5 yrs old

7. What are the items that WINGS does NOT accept for donation?

- ❖ Sleeper sofas
- ❖ Piano's
- ❖ Infant and toddler car seats, cribs, or playyards
- ❖ Mattresses and box springs
- ❖ Used stuffed animals
- ❖ Encyclopedias or text books
- ❖ Exercise equipment or sporting goods
- ❖ Humidifiers, air purifiers, etc.
- ❖ Computers
- ❖ **Items that are dirty, dangerous, damaged, or outdated**

8. How can I volunteer?

Our biggest need for volunteers is at our resale stores. To volunteer, please contact resalevolunteer@wingsprogram.com or 847-519-7820 ext 220.

For other opportunities, we will evaluate our needs and hold our next volunteer orientation in the Spring. To learn more, attend a volunteer orientation or contact our Community Resources Department at 847-577-4668.

9. What do the stores sell?

- Men's, Women's, and Children's clothing
- Housewares
- Accessories (shoes, jewelry, handbags, belts, etc.)
- Toys and kids items
- Furniture
- Electronics and small appliances (toasters, lamps, radios, etc.)
- Artwork
- Books and media (CD's, DVD's, etc)

10. Do the women get the items I donate?

The women and children in the WINGS Program have the opportunity to come pick out items from the Resale stores that they need. Items that we are unable to use in the program are sold in the stores and the funds raised at the stores help support the WINGS programs and housing expenses.

10. What forms of payment does the resale stores accept?

Cash,
Checks
Visa,
Mastercard
Discover
WINGS Gift Cards

11. What is your refund policy?

WINGS Resale Stores have a NO Refund policy on purchases except Electronics that are not working properly. Electronics can be returned to the store within 7 days with store receipt for IN STORE CREDIT only.