

# Open Hands' Guest Furniture Policy

Open Hands was set up to meet the immediate needs of many people in Leicester city. We strive for compassion in action by providing for people's emergency practical needs in the way of food, clothing, household goods and furniture. As a charity offering a free service, our limited resources oblige us to seek to meet only the greatest and most urgent need. We ask for your cooperation in the application of this policy in our provision of furniture.

We at Open Hands aim to provide basic furniture items that are of a reasonable quality. We provide furniture to people who do not have it and will not replace furniture that is functional. The items we endeavour to provide are limited to the following:

***Beds (single, cabin, double, bunk and cot), 2 Seater Sofas, Dining tables and chairs, Coffee tables, Chest of drawers, Small/Single Wardrobes, Electric ovens\*, Fridge/Freezers\*, Washing Machines\* and Microwaves\****

***(\*Rarely available)***

**As the recipient of furniture from Open Hands, can you confirm that:**

1. You are truly in need of the item(s) you have ordered and do not already own items of a similar nature
2. You are satisfied with the item(s) you have selected.
3. You understand that electrical items have been PAT tested however we can not guarantee that they work.
4. You are satisfied with the delivery date set for your order and will make every effort to be present at the address given to receive your order.
5. If for any reason you need to cancel your order, you will notify Open Hands at least one day before the order is due to be delivered.
6. **As far as you know, the items will fit into your house easily and will not force our volunteers to compromise on safe manual handling.**

**You also accept that:**

1. If anything happens to interfere with your item(s) or delivery date, Open Hands will notify you of the changes.
2. If you are not present at the address given to receive your order, it will be returned to our warehouse and made available to other guests.
3. If our van volunteers arrive at the address given and find you have furniture of a similar nature to that being delivered, they will return the item(s) you have ordered to our warehouse and make it available to other guests.
4. For health and safety reasons, our van volunteers will not lift items up several flights of stairs or manoeuvre items in any awkward spaces where they deem this would compromise safe manual handling.
5. Our van volunteers are not responsible for the dis/assembly of any furniture.
6. **Our van volunteers are not responsible for the removal of any furniture from your address unless you have pre-arranged a collection with Open Hands.**

Name.....

Signature..... Date.....

