

Frequently Asked Questions

1. Can you tell me when the drivers will be on my street? No, we aren't able to give a time of pickup. The drivers begin their route at 8:00am and can pickup anytime after that.

2. Can the drivers come into my house to get my donation? No, the drivers do not enter homes or apartments to pickup donations.

3. What should I do if no one has come to pickup my items and it's 5:00 in the afternoon? Please contact our office either by phone (612-866-8820) or by email info@bluetrucks.org

4. Where does my donation go? Your donation is sold to Savers thrift stores and the proceeds from that sale provide funds for Arc's programs and services for people with intellectual and developmental disabilities. For more information on Arc's programs and services visit us online at <http://www.arcgreatertwincities.org>.

5. What if it's raining or snowing outside? Please protect your donation by placing it in a dark colored plastic leaf or garbage bag. Drivers cannot pickup items in soggy paper bags or boxes and cannot pickup weather-damaged items. If you move your donation to protect it from the elements, be sure to call us at 612-866-8820.

6. I get a bag from another charity, can I use that if I put Arc on it? Any plastic bag will do as long as it is clearly labeled ARC.

7. Do you take furniture? Yes, we take limited quantities of furniture that don't need repair, cleaning, or refinishing. Please refer to the [Sample List of Items We Need and Sample list of Item We Cannot Take](#). It's always a good idea to call the office and speak with a representative about any furniture you want to donate at 612-866-8820.

8. The last time you came, you didn't take my donation, why not? Some items may be left behind if they are damaged not labeled ARC, not easily lifted, not packaged, or cannot be sold as-is. If you feel we've missed you in error, please call us right away 612-866-8820 or email at info@bluetrucks.org

9. How much can I deduct on my taxes?

Donors may deduct the fair market value of a donated clothing or household item if the deduction is less than \$500 (per item) and the item is in good used or better condition. The fair market value of an item is influenced by the item's age and condition as well as market trends and is typically far less than the item's original value. More information about determining the value your donation can be found in IRS Publication 561 or by visiting their website: www.irs.gov Donors may take a deduction for a donated clothing or household item that is not in good used condition or better if the deduction is more than \$500 and the donor files a qualified appraisal of the item with their tax return. It is the donor's responsibility to determine the quality and value of their donated items and to acquire qualified appraisals for all items for which a deduction of more than \$500 will be taken. This must be done prior to donating. Arc is unable to provide appraisals for donations or sign donor's itemized lists. Arc is happy to provide a receipt for your donation and recommends that you keep your donation receipt with any other donation documentation that you choose to use for tax purposes. For more information regarding deducting charitable donations, please consult your tax professional or visit www.irs.gov.

10. Do you take vehicles too? Yes. That's a separate service through Autos for Arc. Just call 612-866-8820 and we can make arrangements for you to drop your vehicle at one of three Arc's Value Village Thrift Stores or arrange for a pickup from your home or work.

11. Do you pick up on Saturdays? No, we don't currently have any routes that run on Saturday.

12. What if I have a truck load of items to pickup, should I do anything special? Yes! Call us at 612-866-8820 or email us at info@bluetrucks.org to discuss the items you wish to donate.

13. I had a garage sale last week, do you want those items? Yes! Call us at 612-866-8820 or email us at info@bluetrucks.org to discuss pick up or drop off possibilities.

14. What does Arc stand for? It used to stand for Association for Retarded Citizens. Now we are just **Arc**. The proceeds from the sale of donated goods benefit children and adults with intellectual and developmental disabilities through the programs and services that Arc Greater Twin Cities provides. Arc advocates provide expertise in navigating the education, medical and government systems for people with disabilities and help with the many challenges that a person with disabilities and their family face across the lifespan. We help people with many types of disabilities including: autism, mental retardation, Down syndrome, Fetal Alcohol Spectrum Disorder, cerebral palsy, brain injuries and others.

15. My great aunt died. Will you come and take everything out of her house? No, unfortunately, we do not have the manpower to help you with that but we can refer you to the National Association of Professional Organizers. <http://www.napominnnesota.com/web/> There are many professionals who will help you sort through your great aunt's belongings and once you've got the items in bags or boxes for donation, we would be happy to pick up those donations. All donations should be clearly labeled ARC or if you have one of our yellow and blue card, you may attach the card to your donation. Please do not use straight pins to affix your label.