

## 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 7:00am and can pickup anytime after that.
- 2. What types of homes do you pickup from?** We generally only pickup from single-family homes, duplexes and townhomes. Unfortunately we do not pickup at businesses, apartment buildings, or condos.
- 3. Can the drivers come into my house to get my donation?** No, the drivers do not enter homes to pickup donations.
- 4. 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 (651-487-2002) or by email [pickup@davmn.org](mailto:pickup@davmn.org)
- 5. Where does my donation go?** Your donation is sold to a local thrift store. The proceeds are then used to fund the many veterans programs the MN DAV uses to build better lives for Minnesota's disabled veterans and their families. For more information on our programs please visit [www.davmn.org](http://www.davmn.org)
- 6. 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 651-487-2002.
- 7. I get a bag from another charity, can I use that if I put DAV on it?** Any plastic bag will do as long as it is clearly labeled DAV.
- 8. Do you take furniture?** Yes, but we do this by special request only. Please call 651-487-2002 to schedule a pickup.
- 9. 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 DAV, 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 651-487-2002 or email at [pickup@davmn.org](mailto:pickup@davmn.org).
- 10. 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](http://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. The DAV is unable to provide appraisals for donations or sign donor's itemized lists.

The DAV 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](http://www.irs.gov).

**11. Do you take vehicles too?** Yes. That's a separate service through Vehicles for Veterans. Just call 651-251-7663 or visit [www.vehiclesforveterans.com](http://www.vehiclesforveterans.com) to schedule a free vehicle pickup.

**12. Do you pick up on Saturdays?** Yes, we pickup Monday through Saturday.

**13. What if I have a truck load of items to pickup, should I do anything special?** Yes! Call us at 651-487-2002 or email us at [pickup@davmn.org](mailto:pickup@davmn.org) to discuss the items you wish to donate.

**14. I had a garage sale last week, do you want those items? Yes!** Call us at 651-487-2002 or email us at [pickup@davmn.org](mailto:pickup@davmn.org) to discuss pick up or drop off possibilities.

**15. What does MN DAV stand for?** Minnesota Disabled American Veterans;

### ***THE PURPOSE OF THE DAV***

Made up exclusively of men and women disabled in our nation's defense, the Disabled American Veterans (DAV) is dedicated to one, single purpose: building better lives for all of our nation's disabled veterans and their families. This mission is carried forward by:

- Providing free, professional assistance to veterans and their families in obtaining benefits and services earned through military service and provided by the Department of Veterans Affairs (VA) and other agencies of government;
- Providing outreach concerning its program services to the American people generally and to disabled veterans and their families specifically;
- Representing the interests of disabled veterans, their families, their widowed spouses and their orphans before Congress, the White House, and the Judicial Branch, as well as state and local government;
- Extending the DAV's mission of hope into the communities where these veterans and their families live through a network of state-level Departments and local Chapters; and
- Providing a structure through which disabled veterans can express their compassion for their fellow veterans through a variety of volunteer programs.

**16. 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. [www.napominnesota.com/web/](http://www.napominnesota.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 DAV.

**17. Do you have a drop site?** Yes! The MN DAV has Donation Centers and Drop Boxes located across the metro please visit our website for locations and hours. We also have a partnership with Savers Thrift Stores, you can drop off your donations off at the Apple Valley, Maplewood, and Columbia Heights stores and the MN DAV will receive part of the proceeds of your donations. Visit [www.savers.com](http://www.savers.com) for directions.

**18. Where do the drivers leave my receipt?** The driver will generally leave a receipt on a door closest to where your donations were placed. If you do not receive a receipt please call 651-487-2002 or e-mail [pickup@davmn.org](mailto:pickup@davmn.org) and we will be happy to send you one.

**19. What do I do if I move?** Please call 651-487-2002 and someone will gladly change your address in our records.

**20. How often do you visit my area?** We visit most Twin Cities metro communities approximately every 6-9 weeks. If you need a more specific date you can call 651-487-2002.

**21. What if I need to cancel my pickup?** As soon as you know that you will be unable to have your items out for a pickup please call 651-487-2002 or e-mail [pickup@davmn.org](mailto:pickup@davmn.org) so we can let the driver know not to stop at your home. Cancelling a pickup does not negatively affect you and is not permanently recorded.