

# Welcome to Hero's Attic!



[www.facebook.com/SCCOHerosAttic](https://www.facebook.com/SCCOHerosAttic)

When you need good, affordable “previously enjoyed” furniture or appliances, check out Hero’s Attic. We accept used items that are in good working condition and are microwave size or larger. Our inventory is priced and sold to the public, and discounts are available to those who qualify based on income levels.

## The ministry serves three purposes:

1. To provide quality, used furniture to our communities at affordable prices.
2. To introduce the presence of SCCO and the various services we offer to the general public.
3. To provide a funding source for the operating needs of SCCO.



## FOR CUSTOMERS

1. **All are Welcome** to shop at Hero's Attic. Donated items are priced and tagged with suggested dollar amounts for sale to the general public during our open hours.



### 2. **Income Based Discounts:**

**For a 50% Discount** - customers will need to have an Income Verification Voucher filled out by SCCO staff. If their percent of poverty level is **125% and below**, they will qualify for a 50% discount on Hero's Attic prices.

**For a 25% Discount** - customers will need to produce their own EBT/Food Stamp Card and their driver's license/photo ID.

**10% Discounts** for Senior Citizens and Military personnel



**Discounts are NOT transferable.** If a customer "shares" his/her discount by purchasing an item for another person who does not reside in their household, their discount privilege may be denied.

### 3. **Hold Policy:**

We will hold items for 2 business days as a courtesy, in order to measure or contemplate a purchase. **If there has been no communication** between Hero's Attic personnel and the customer, on the 3<sup>rd</sup> day the items will go back into inventory and the hold tags will be removed.

#### 4. Sold Items:

A Sold tag is placed on the furniture, appliances, and restore items with **Full payment**. Arrangements must be made to pick up purchased items as soon as possible, or for items to be delivered. Due to space limitations, we can no longer store your furniture for you.

#### 5. Return/Refund Policy:

If an item is defective, we will make it right by either exchanging for a like item, refunding the purchase price, or a credit toward something different. This must be brought to our attention **within 7 calendar days of taking possession** or this provision is void.



#### 6. Delivery Fee:

A **minimum fee of \$10.00** will be charged for deliveries in and 10 miles around Harlan City Limits. **An additional \$1.00 /mile** is added beyond the initial ten miles. We deliver within a 20-mile radius of Harlan.

#### LOANERS:

Hero's Attic accepts donations of used medical equipment which we loan out to clients for free. If you're having a temporary physical set back and need a wheelchair, crutches, or a cane, etc., on a short term basis, if we have one on hand, we will be happy to loan it to you for as long as you may need it. Occasionally we may even have a scooter or hospital bed to loan.



## FOR DONORS

### 1. Tax Deductible

All donations are tax deductible. Our staff will provide you with a donation receipt. The values of the items are determined by the donor.

### 2. Drop Off Donations

Items may be dropped off to our building anytime during our regular business hours, but arrangements must be made with Hero's Attic staff if help is needed with the unloading. **Please do not leave donations outside the building when Hero's Attic is closed. Thank you.**



### 3. Donation Pick-Up Service

A minimum fee of \$10.00 will be charged for pick-ups in and 10 miles around Harlan City Limits. An additional \$1.00 /mile is added beyond the initial ten miles. We pick up within a 20-mile radius of Harlan. Alternatively, donations may be dropped off any time during open hours with no fee incurred.



### 4. Quality

Donated items must be clean and in good working order. Higher quality items may be given a "Premier" tag noting that discounts do not apply to the item, OR they may be taken to another location to reach a broader audience. **Please do not donate things that belong in the dump**