

WINGS RESALE Frequently Asked Questions

1. What are the store hours?

Mon/Tues/Wed/Fri	10 – 6
Thursday	10 - 8
Saturday	10 - 5
Sunday	11 - 5

2. What are donation 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 as 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	Palatine Store
8349 W. Golf Road	855 W. Higgins Road	1315 N. Rand Road
Niles, IL 60714	Schaumburg, IL 60195	(Rand & Dundee)
847-965-1454	847-884-7411	Palatine, IL 60067
		847-963-0861

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 our furniture line at 224-938-3902, or our main office at 847-519-7820

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 years old
- Home Accessories (Lamps, rugs, pictures, etc.)

- Furniture (for large furniture please call 224-938-3902 for pick up service in limited area)
- Small appliances (toasters, microwaves, etc.); no more than 5 years 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- Items that are dirty, dangerous, damaged, or outdated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 Beth Renee Lye at 847-519-7820 or blye@wingsprogram.com.

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 Beth Renee Lye at the above numbers.

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.

11. What forms of payment do the resale stores accept?

- Cash
- Checks

- Visa
- MasterCard
- Discover
- WINGS Gift Cards

12. 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.