

Terms and Conditions

St Luke's Furniture Collection Service

About us

Our free furniture collection service is provided by St Luke's Hospice Plymouth, a registered charity dedicated to supporting people and families facing life-limiting illness. All proceeds from your donated furniture directly support our care.

Service Overview

We offer free collection of furniture donations that meet our accepted-items criteria. Please see the list of items we cannot accept [here](#).

- Collection days and times depend on availability.
- We collect within selected postcode areas. To see if your postcode is in our collection area [click here](#).

We may decline a collection if:

- Access or safety conditions are unsuitable
 - Items don't meet safety regulations
 - Items are not in saleable condition
-

Adult (18+) Required at the Property

To ensure safe and secure collection:

- An adult aged 18+ must be present for the entire appointment.
- We cannot collect items left outdoors or in gardens.
- Please ensure your contact details are accurate.
- We cannot enter a property via hidden keys or codes.

If no one is present and we cannot reach you, our team will move on and you will need to rebook.

If items have been left outside, drivers may refuse collection.

Property Access & Safety - Your Responsibilities

Please ensure:

- The collection address provided is accurate.
- Clear and safe access into the property.
- Adequate space to safely remove furniture (including hallways, stairways, lifts, door frames, paths).
- Parking access suitable for a Luton van close to your property.

Access Limitations

Our team may refuse collection if:

- Access is restricted, unsafe, or not previously disclosed.
- A stairlift or other obstruction prevents safe removal.

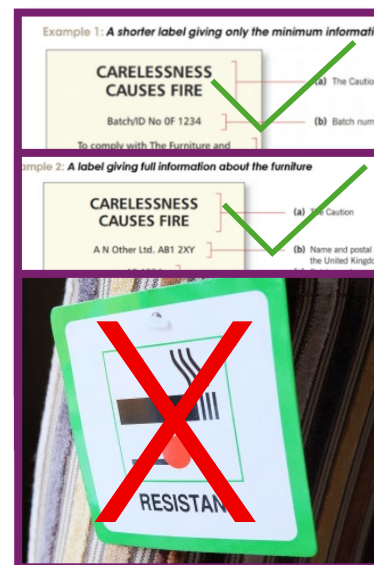
- Conditions pose a risk of injury, damage, or unsafe working environment.
- There is aggressive or inappropriate behaviour.

All access decisions are made at the drivers' discretion and are final.

Donation Condition & Regulations

Before requesting a collection, please:

- Review our list of items we cannot accept. *(Insert link or dropdown here)*
- Ensure your items comply with the requirements, including legal and safety standards.
- Understand that final acceptance is determined by our drivers on the day.



Fire Safety Requirements

All upholstered or soft-furnishing items must have a fire-safety label that is:

- Attached and fully intact
- Legible and unfaded

We cannot accept:

- Items without the required fire certificate label
- Items that have been re-upholstered without compliant certification

Any non-compliant items would incur disposal costs to the charity, so we cannot collect them.

St Luke's Hospice Plymouth is legally required to sell only upholstered items with valid fire certification.

If items do not meet the required standards, our drivers may refuse collection. This decision is final.

Collection Date & Time Window

We are unable to offer exact appointment times.

Your booking will be assigned a collection time window, based on:

- Your location
- Route planning and booking availability

Offering exact appointment times increases the risk of delays caused by:


- Traffic, roadworks, or accidents
- Difficulty locating previous properties
- Longer-than-expected previous collections

We always aim to complete your collection within the agreed window. If unforeseen circumstances arise, we will contact you as soon as possible with updates or to rearrange if needed.

Cancelling or Rearranging Your Collection

If you need to change your booking:

Where possible, please contact us at least 2 working days before your scheduled collection:

 **01752 964 455**

Please note:

Short-notice cancellations, missed appointments, unavailable items, or no adult present for the collection all increase operational costs for our charity.

Your support ensures funds go directly towards our specialist end-of-life care - not avoidable unnecessary operational and waste-disposal costs.

How We Keep Your Details Safe

We only use the personal information you provide, to organise and carry out your collection.

This may include:

- Name
- Collection address and postcode
- Phone number(s)
- Email address

Your details are always handled securely and in line with our privacy standards.