

**FAQ
AT RECRAFT**



How does your store work?

- The community in Upstate SC (and beyond!) generously donates their unwanted creative items to us which are then sorted through and processed by volunteers who graciously donate their time to us. We then put the items out for sale to the public in our retail store, at about 50% of their retail value.

What is your mission?

- Our mission is to promote artistic expression, environmental education, and community resourcefulness through creative reuse.

Where does my money go when I shop or donate at your store?

- We provide free programming to thousands of local youth per year. We also provide free materials to Greenville County Schools art teachers. All other funding goes towards keeping us running as a resource to the community.

What's your return policy?

- All items are sold as-is. We don't offer returns or refunds for purchased items, therefore we encourage you to test and inspect items fully before purchasing!

Can I call and place an item on hold?

- You're welcome to pay with a credit card over the phone and then we'll hold the item behind our front desk for 1 business day for you to pick up.

Do you offer any senior, teacher, or veteran discounts?

- Everything is already priced at or below 50% retail, so we do not offer any additional discounts. We do have a free supply program for Greenville County School art teachers.

Do you accept card/cash/check?

- Yes, we accept all major credit cards, cash, and check payments.

Can you call me when you get an item donated that I'm looking for?

- We do not have the capacity to notify customers of a specific item. Follow us on Instagram or Facebook (@recraftgvl), where we often post just-arrived special items.

How often do you restock?

- Our staff and volunteers are putting newly donated merchandise onto the floor every day we are open. Certain items are donated more frequently than others, which would affect our stock of them.

Do you accept consignment or trade?

- We only accept donations, not trades or consignment, as we are a 501(c)(3) nonprofit organization that gives back to the community!

Are your prices negotiable?

- Our prices are not negotiable and we do not haggle. We price our items at 50% of the lowest retail price we can find—sometimes even lower, depending on condition. Our beloved store fixtures have prices that reflect their contribution to our customer's experience.

Do you offer classes/workshops?

- The best way to find out about workshops and events is to sign up for our email newsletter, follow our social media, or visit our [events page](#)! Our current plan is to offer one adult and one kid-friendly workshop each month, centered around skill-building.

How do I get on your email newsletter?

- If you're visiting in store we have a physical notebook where you can write your email address and we'll add it for you OR you can sign up on our website [here](#).

Do your puzzles/games/kits have all the pieces in them?

- Our staff does not check puzzles/games/kits for all required pieces. If the item is not new or indicated to be incomplete, we take that into account when pricing.

Do you have a public bathroom?

- Yes, we have a public bathroom. It is located at the very back of our store. Follow the grey path to the back left corner of our space!

What do you accept as donations?

- We accept a wide variety of items! The best way to get an idea of what we accept is to visit our store, but we also have a full list of items that we accept on our [donate page](#).

Are you a part of a franchise/larger organization?

- We are not part of a franchise or parent organization, but you can find similar creative reuse centers across the US [here!](#)