

**ETHICALLY KATE** from Auckland researched the problems op-shops face, and found they have to dump vast amounts of 'donations' because they are unsaleable. The cost of this comes out of their profits, so reduces their fundraising.

We cannot keep treating our second hand stores like free dumping grounds and we MUST improve our 'Op-Shop etiquette'. Here's how!

#### REPAIR

Before anything is donated, it needs to be in working condition. Second hand shops generally do not have the time, skills or systems to repair items before selling. The better condition an item is in, the more likely it is to be sold.

- Fix the buttons on that shirt.
- Test those kitchen scales before donating them.

• Do not donate anything that is in need of a repair. Take your time to assess each of your unwanted items - fix what you can yourself or find a local repair shop to do it for you.

## CLEAN

Again, second hand stores do not have laundromats attached to them! Even though most avid second hand shoppers can see past stains and marks, a simple wash before donating can speed up a sale and get stock moving.

Before I donate things to second hand shops, I think "would I be comfortable gifting this item to a friend?" I would never give my friend a dirty item! Gross. So if the answer to this question is "yes" then I know my item is ready to be donated.

# MATCH & LABEL

A few years ago I volunteered at a second hand shop sorting warehouse. This experience taught me the importance of organizing, matching, and labelling items in a box or bag before dropping them off. The sorters at most second hand shops are volunteers! So taking only a

few moments to sort things can save lots of their time.

- Label items that are not obvious (e.g. some kitchen appliances are hard to identify)
- Tie pairs of shoes together or donate them in a closed shoe box

### **CONSIDER THE SEASON & READ THE SIGNS**

Second hand shops generally have a sign at their donation drop-off point indicating items they need and items they are NOT currently accepting. *READ THIS SIGN!* 

Use common sense to donate items at helpful times of the year. For example, do not donate winter items at the start of summer and do not donate Christmas items at the start of January.

### **BE HONEST: DISPOSE OF IT INSTEAD**

If the item is unrepairable and cannot be cleaned to a standard that you would personally feel comfortable purchasing, do not donate it. Accept that it's waste and do your best to dispose of it responsibly.

Donating items responsibly helps support the second hand industry and ensures we can keep this incredible re-using system going!



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