

Action 21 Van policy



Collections Disclaimer

Thank you for getting in touch with Action 21 to donate your unwanted items. They will go into our re-use shop in Leamington Spa, The Re-Useful Centre. The money made from the sales is put towards our local projects promoting sustainable living.

We charge a £10 collection fee and only collect within a 5-mile radius from the Re-Useful Centre (CV31 1PL). Please see the map below. Generally we need a week's notice for collections.

You may be asked to have someone to help our van driver un/load the furniture.

We will try to take as much as possible to save items from landfill but reserve the right to refuse items if we know it is:

- Unsafe
- Damaged beyond repair
- Unsalable

Other stipulations for collections:

- Sofas/Foam - must display the fire safety label complying with fire safety act of 1988.
- Electricals - Items need to be in COMPLETE, WORKING order. We do not perform repairs. No white goods, printers or computers (although Green Geek do accept these).TVs, VCRs, DVDs all need the remote. No used Hygiene products.
- No Hazardous waste, tins of paint etc

Deliveries Disclaimer

We DO NOT take furniture inside buildings, upstairs etc. We deliver to the front of the property only.

We cannot accept responsibility for goods damaged in transit. Whilst we take every care to ensure the item is secure as possible, a certain amount of movement is possible

In the event of damaged items, Action 21 will fully reimburse the cost of item and collect it back from the customer.

You must have someone to help unload the van at your property.

We only deliver within 5 miles of the Re-Useful Centre (with discretion). The cost is £10 per delivery, and this must be paid in advance.

