



REUSE MATERIALS ACCESS PROGRAM **INFORMATION FOR RECIPIENTS**

Finger Lakes ReUse is committed to enhancing community. ReUse established this program in 2017 to provide direct access to anyone in need to the many materials donated to us. Here are things to keep in mind about how to receive and use this assistance:

To qualify for store credit through the ReUse Materials Access Program (ReMAP): You first must be referred by a human service agency. ReUse is open to working with any service agency in the area, and requires a simple one-time set-up for agencies to begin making requests. If you don't know which agency to work with, we recommend that you dial **2-1-1** to talk to a volunteer hotline to help you find the agency for your needs.

If the agency you work with is not aware of this program, please refer them to <https://ithacareuse.org/remap/>.

Contact Info for ReMAP: remap@fingerlakesreuse.org or 607-257-9699 ext. 9915.

- When you've been referred to ReMAP, you receive a store credit in our point-of-sale computer system (our registers). No paperwork is needed to shop. If you are already a customer in our system, we will add the credit to your existing account.
- We can provide credit for a whole household in need - please note that the credit will be established under one individual's name. Each household is only permitted one referral per year.
- We have two locations that accept this credit: The Ithaca ReUse Center (214 Elmira Rd – TCAT bus route #15), and the Triphammer ReUse Center (2255 N Triphammer Rd – TCAT bus routes 30 and 32). Both locations have furniture and household items available.
 - a. The Ithaca ReUse Center also has building materials and has a larger selection of electronics available.
 - b. The Triphammer ReUse Center exclusively has clothing and linens.

- **The credit is available for 90 days.** After 90 days have passed, any unused funds are returned to the program to be made available to future recipients. You will not be contacted if you have unused credits that are going to expire, so please keep track of your 90-day period.
- You will be asked for your first and last name when you are purchasing items at the stores with your credit. Your store credit has no restrictions - you can use it on anything you'd like to purchase in our stores, including household items, furniture, electronics, building materials and clothes. Please keep in mind our color tag discounts – the items you look at may be cheaper than what is listed on the sticker! We will not be able to provide you additional credit if you suspect someone else has used it.
- Your credit will not work properly if you shop in both our stores on the same day. If you wish to use credit in both stores, it must be done on different days.
- **Delivery Services:** If you are purchasing large items such as furniture and will need delivery, ReUse can offer a **one-time**, free delivery within Tompkins County. Keep in mind that our delivery service only delivers to ground level, not up or down significant flights of stairs.
 - a. To schedule a delivery we will attempt to contact you **no more than 3 times**. If we are unable to reach you after the third time, your items will be returned to the sales floor and your credit refunded.
 - b. **Recipients must be present at the time of the scheduled delivery.** If you are not present, you will be required to pay the delivery fee (not from your store credit.)
- **Limited Supply Items:** While we do sell air conditioners and heaters, keep in mind that they sell very quickly during their season (summer and winter), and may not be available right when you receive store credit. Additionally, we are not permitted to sell mattresses. We do have bed frames and occasionally futons. We also receive a limited supply of donated computers and computer-related electronics. If you need a computer, you might need to check back another time if there are not any available when you first come into the store. **We do offer credits for 90 days, so you can check back often for items that are not frequently in stock. We hope you have great finds!**

Funding for this project is generously provided by the NYS Environmental Protection Fund, as administered by a grant from the New York State DEC Environmental Justice Community Impact Grant Program, as well as the Friendship Fund, and generous individual donors.