



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 for people 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/>.

Information and Program Policies:

- When your referral to ReMAP has been approved, you receive a store credit **digitally** through your email or a text message. If a digital gift card is not possible, you have the **option to pick up a physical card** at any of our ReUse Center locations.
- We can provide credit for a whole household in need – the credit will be established under one individual's name.
- **Each household is permitted one referral per year.**
- All of our locations will accept this store credit. See below for locations:
 - The Ithaca ReUse Center (214 Elmira Rd – TCAT bus route #15): The Ithaca ReUse Center has building materials, appliances, household goods, electronics, toys, dishware, and furniture available.
 - The ReUse MegaCenter (2255 N Triphammer Rd, TCAT bus routes #30 and #32): The ReUse MegaCenter has clothing, textiles, household goods, dishware, furniture, electronics, appliances, books, media, hardware, tools, toys, and linens. *Computers and laptops are primarily located at the ReUse MegaCenter.*

- **The gift card is available for 90 days.** After 90 days have passed, the gift card expires and any unused funds are returned to the program to be made available to future recipients. Your gift card notification will have the date of expiration on it.
- 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!
- **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.** Our delivery service only delivers to **ground level**, not up or down significant flights of stairs.
 - 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.
 - **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 out of pocket.
 - **We are not able to assist in carrying items inside at this time.**
 - Inform a staff member at ReUse if you have purchased furniture from both locations that you'd like to be included in your one-time free delivery.
- **Limited Supply Items:** While we do sell washers, dryers, air conditioners, heaters, and other electronics, keep in mind that they often sell very quickly, and may not be available right when you receive store credit.
 - 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 are not permitted to sell mattresses. We do have bed frames and occasionally futons or pull-out couches.

If you have any additional questions about this program, please contact 607-257-9699 ext. 9920 or remap@fingerlakesreuse.org.

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