

Framing Hope Transportation Guidelines

When retrieving donated product, dock height trucks are recommended to allow Home Depot associates to load the donated items quickly, efficiently, and safely with a forklift or pallet jack.

If a charity does not own or have access to a dock height truck, The Home Depot is willing to allow a limited number of organizations to use qualified pickup trucks, cargo vans, and trailers on a trial basis. All donated material must be secured in a responsible manner to avoid having any items dislodge and fall from the vehicle during transport. Qualified vehicles can be described as being safe from loading and transportation hazards.

Charities that choose not to use a dock height truck are solely responsible for loading the product in a safe manner that does not impede the Home Depot customer shopping experience. This may require the charity to load items into their vehicle carton by carton or item by item instead of by the pallet.

The organization should have the understanding that the Home Depot associates may not be able to assist them depending on their schedule that day in loading vehicles other than dock height trucks that are able to quickly pull into and out of the receiving area.

Additionally, the charity must park their non-dock height vehicle in a location other than the loading dock area in order to avoid impeding deliveries. Charities may be able to use a Home Depot pallet jack to move the merchandise outside the building for loading.

Regardless of the type of transportation utilized, the charity is responsible for retrieving **all** donated product within the maximum allowance of two business days from the time of email notification that the donation is ready for pickup. If multiple trips are necessary because a smaller vehicle is used the charity is responsible for ensuring that all donated product has been received and removed within the two business day limit.

Each Home Depot Store Manager may require a charity at any time to abide by the dock height truck requirement if the alternate form of transportation of donated product proves to be dangerous, if it prevents employees from fulfilling their job responsibilities, or if it interferes with the customer shopping experience.