Mission 27 Resale
132 Leota Street
Hours – Monday thru Friday 9 AM – 6 PM
Saturday 9 AM – 5 PM

Client Referral Desk:
Hours - Monday thru Saturday
10 AM – 4 PM
Phone - 317-687-8260 or
317-924-5769 ext. 331
Help line - 317-687-0169 Monday thru
Thursday - 8:30 AM - 4:30 PM

Web site information:
www.svdpindy.org – To get help with
furniture, appliances and household
basics, go to the home page. Select
I NEED HELP/NON-FOOD &
HOUSEHOLD BASICS. Click on
REQUEST HELP. Fill out HOUSEHOLD
BASIC HELP REQUEST FORM and
submit.

Clients will be contracted by the
Conference assigned to their area to
set up a home visit.

Home visits cannot be set up if clients
do not accept blocked numbers, have
given help line incorrect phone
numbers, phones are disconnected, or
mail boxes have not been set up.

INFORMATION TO CONVEY TO CLIENT.

1. Mission 27 Resale (St. Vincent
de Paul) referral desk is open 6
days a week, 10 AM – 4 PM.
Please arrive no later than 3
PM to allow time for packing of
your truck and shopping prior
to our 4 PM referral desk
closing.

2. Clients must have a valid
picture ID and a completely
filled-out Client Referral Form
in order to be served.

3. Clients must provide their own
transportation of the items to
their home. Do not pay for any
truck rental or delivery service
until determining availability of
the items.

4. Please arrange to leave young
children at home.

5. Clients are not allowed to
select furniture or appliances.
Items are based on availability
and given out on a first-come,
first-served basis.
6. All appliances have a 30-day warranty. Should an appliance not work, it will be exchanged if returned within 30 days.

7. Clients may be placed on a wait list for beds and appliances since these are most often in short supply.

8. Mattresses are considered beds. Box springs and frames are given out only if available.

9. Mission 27 Resale store is open to customers for shopping. Clients are given certificates for shopping, but have limitations and are only given to clients with approved Client Referral Form.

10. The referral desk does not assist with food or financial requests.

Rules and Regulations

As part of a faith-based community, the client referral desk expects all visitors to follow all Christian precepts in dealing with volunteers, workers and other customers while on the premises. Please note the following requirements:

No drugs or alcohol or evidence of substance abuse.

No smoking within the property area.

No food or drink inside the building.

No weapons, firearms, knives, etc.

No foul language, abusive or rude behavior.

No inappropriate dress.

No stealing or fraud, including:

- Use of fraudulent ID
- Falsification of any information provided
- Circumventing eligibility requirements
- Selling products received from SVdP.

Clients who abuse the rules and regulations will be BANNED from the Mission 27 Resale shop and the Distribution Center.

January 2017