

# Mission 27 resale

St. Vincent de Paul

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:

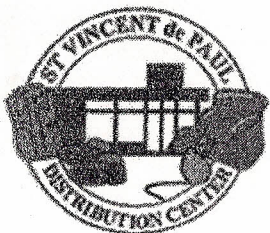
[www.svdindy.org](http://www.svdindy.org) – To get help with furniture, appliances and household basics, go to the home page. Select I NEED HELP/NON-FOOD & HOUSEHOLD BASICS. Click on REQUEST HELP. Fill out HOUSEHOLD BASIC HELP REQUEST FORM and submit.

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