

Furniture Pick-Up – Frequently Asked Questions

What should I do to prepare for my furniture pick-up appointment?

Communicate an accurate and complete list of items you are donating
Remove all personal artifacts from the furniture before the movers arrive
Make sure there is a clear path for the movers to take the items out
Package all small items like linens and kitchen items into boxes
Take apart headboards from bed frames

What hours and days do you pick up furniture?

Furniture pickup occurs Monday through Friday, 8:00 AM to 4:00 PM. You may request to have an AM or PM pick-up but the Furniture Bank can no guarantee your request. It depends where you are located in relation to the rest of that days pick-ups.

When will I find out my pickup time?

The Furniture Bank will contact you the day before your appointment to let you know a three-hour time frame for when the truck will arrive. The day of your pick-up our truck drivers can also call you when they are 15 to 30 minutes away from your home.

Where do you pick up furniture?

We pick up furniture in Cobb, DeKalb and most of Fulton and Gwinnett Counties.

Do I need to be home for the appointment?

No. You can put your items outside for us to pick up. Please note that we will not take any furniture that has been damaged due to being outdoors.

What condition should my furniture be in?

All items should be in good usable condition without need of repair or cleaning. We will not accept any furniture that is torn, stained, broken, incomplete, or structurally unsound.

How do you schedule your routes?

Routes are scheduled by geographic location. This allows us to make the best use of our financial resources and labor.

What happens to my furniture when it goes to the Furniture Bank?

All furniture is distributed to individuals and families moving out of homeless shelters, living with HIV/AIDS or fleeing domestic violence situations. Every morning, Monday through Friday, families in need shop from your donated furniture to select the items they need.

Do I get a tax deductible receipt?

Yes. The Furniture Bank is a 501(c)(3) organization. Furniture movers will provide a receipt at the time of the pickup.

How do I cancel my furniture pick up?

Contact the donations coordinator at donations@furniturebankatlanta.org or call 404.355.8530 ext. 222.

