



## Home Pickup FAQs

### **How do I schedule a home pickup?**

The easiest way to schedule a home pickup is by completing the pickup request form at [www.helpsy.co/bownh](http://www.helpsy.co/bownh)

### **I don't have access to the internet. How else can I schedule a home pickup?**

Please call the HELPSY hotline at 877-382-7417 to schedule a home pickup.

### **Does it matter what kind of bags I put the clothes in?**

HELPSY will accept any dry and odorless textiles in any type of bag. Textiles must be dry and odorless. It is helpful to label bags with "HELPSY."

### **Where should I leave my bags of clothing?**

Please leave bags of clothing by your front door, on your porch, or near your mailbox or driveway. If a different location is needed, please use the "special instructions" section on the pickup request form to indicate the location.

### **When should I leave my bags of clothing outside?**

Please leave clothing outside by 7 AM.

### **I need to give special instructions to the driver on where the bags of clothes will be. How do I do that?**

Please fill out the special instructions section of the pickup request form to indicate the bags' location or any additional information.

### **I scheduled my home pickup, but I forgot to include the special instructions. What should I do?**

Please call the HELPSY hotline at 877-382-7417 or email [info@helpsy.co](mailto:info@helpsy.co) and include your name, address, date of the pickup and the special instructions.

### **If it's raining outside and I don't want to leave my bags outside all day, what can I do?**

Please call the HELPSY hotline at 877-382-7417 or email [info@helpsy.co](mailto:info@helpsy.co).

Include your name, address, and date of the pickup. Additionally, our drivers will call the number you provided on the pickup form to let you know they have arrived if they do not see your bags outside.

### **How can I reschedule my home pickup?**

Please call 877-382-7417 to reschedule.

### **No one came to pick up my bags. How can I reschedule my home pick up and leave feedback?**

Please call 877-382-7417 or email [info@helpsy.co](mailto:info@helpsy.co).