

# Charity Shop Volunteer Guide

## Items That Cannot Be Displayed or Sold

### Introduction

Volunteering in a charity shop is a rewarding experience, helping to raise vital funds for good causes. However, there are important rules about what items can and cannot be displayed or sold in the shop. This guide outlines the items that must not be accepted, displayed, or sold, ensuring the safety of our customers, compliance with the law, and the upholding of the charity's reputation.

### 1. Prohibited Items by Law

- **Electrical Goods (If Not PAT Tested):** Only sell electrical items that have been tested and certified safe by a qualified person. Never display or sell untested electrical items.
- **Alcohol:** It is illegal to sell alcohol without the appropriate licence.
- **Tobacco and Related Products:** This includes cigarettes, cigars, rolling tobacco, and e-cigarettes/vapes.
- **Medicines and Medical Devices:** Prescription and over-the-counter medicines, including herbal remedies, cannot be sold. This includes used or new medical devices such as blood pressure monitors, syringes, and thermometers.
- **Knives and Bladed Items:** Knives, scissors with long blades, and other sharp objects are prohibited.
- **Firearms, Ammunition, and Replica Weapons:** This includes antique guns, air rifles, BB guns, and realistic-looking toy guns.
- **Dangerous Chemicals or Substances:** This includes solvents, pesticides, and cleaning products with hazardous symbols.
- **Counterfeit Goods:** Do not accept, display, or sell fake designer items, pirated DVDs, or copied software.

### 2. Safety-Related Restrictions

- **Children's Car Seats and Safety Equipment:** Due to safety regulations and potential recalls, do not accept or sell car seats, booster seats, or safety harnesses.
- **Helmets:** This includes bicycle, motorcycle, horse riding, and construction helmets.
- **Cots, Cribs, and Mattresses:** These items must meet strict safety standards, and it is not possible to guarantee compliance.
- **Prams, Pushchairs, and Buggies:** Unless you have clear evidence of compliance with current safety standards and a history of safe use, do not sell these items.
- **Children's Toys Without a CE Mark:** Toys must have a CE mark (or UKCA mark) to show they meet safety standards.
- **Car or auto parts:** Due to safety requirements, the charity shop should not sell parts of cars or other types of autos.

### 3. Unsuitable or Unhygienic Items

- **Underwear and Swimwear (Unless New and Unopened):** For hygiene reasons, only brand-new, unopened underwear and swimwear may be sold.
- **Used Cosmetics and Toiletries:** This includes makeup, perfumes, and skincare products that are not sealed.
- **Opened Food and Drink:** Only unopened, in-date food and drink items with clear labelling may be accepted, and only if the shop's policy allows.
- **Soiled, Damaged, or Infested Items:** Clothing, bedding, and soft furnishings that are dirty, have strong odours, or show signs of infestation must not be accepted or displayed.

## 4. Other Items to Avoid

- **Personal Documents:** Passports, driving licences, personal letters, or anything containing private information.
- **Religious or Offensive Material:** Any items that could be seen as offensive, discriminatory, or inflammatory.
- **Large Furniture (If Not in Policy):** Only accept furniture if the shop is equipped and authorised to sell it, and if it meets fire safety standards (with the correct tags/labels).
- **Fuel items, like camping gas or single use BBQ:** This is regulated by the landowner about storage of fuels in the property.

## 5. What to Do If Unsure

If you are ever unsure about whether an item can be displayed or sold, please consult the shop manager or refer to the latest charity shop policy documents. When in doubt, it is always better to err on the side of caution to protect our customers and the charity's good name.

## Summary Checklist

- Never accept or sell prohibited, unsafe, or unhygienic items.
- Always check for safety marks and legal compliance.
- Ask the manager if you are unsure about any donation.
- Keep the shop safe, legal, and welcoming for everyone.

Thank you for your valuable contribution to our charity shop. Your care and attention help us make a positive difference in the community!