

# Apparel Impact FAQ's

**1. Do you accept gently used (as in just flattened, but not disgusting) pillows?**

No. Unfortunately, pillows are difficult to find an outlet for recycling.

**2. Are random socks and clean but old underwear accepted?** Yes. We accept undergarments that also include single socks.

**3. Do you accept fabric scraps?** No. Unfortunately, fabric scraps are one the hardest items to recycle unless in large quantities.

**4. Do we want items bagged or loose?** We prefer all clothing, shoes and accessories to be bagged to make it easier to collect.

**5. What happens to the clothes after we get them?** Nearly 4,000 families and children are supported through our community outreach efforts each year. We're rated as the #1 community focused company in New England. We recycle and provide clothing, shoes and other much needed items to local families and homeless in need. Some clothing, shoes and other textiles are destined to U.S. non-profit organizations, clothing graders or clothing recyclers that are looking to utilize the items as a way to fund their causes and to help their communities. Some materials are sent to foreign market places where families can buy, sell and trade to support their families. We also provide our own local outreaches to support local families and people in need.

**6. Can I use a bin if I don't live in the town where it is hosted?** Even if it's at the Transfer Station? You can utilize any Apparel Impact bin that is publicly accessible, regardless of the town it's in. Every town transfer station is different, so we suggest calling the town transfer station and asking if you're able to utilize the Apparel Impact bin.

**7. What happens to the things that are too damaged to be reused/sold?**

Apparel Impact is a true recycler. This means that regardless of condition, the item can either be reused or recycled for another use. If it is recycled for another use, it can be recycled into wiping clothes, furniture stuffing, insulation, tires and many other uses. This comprises of about 15% of what Apparel Impact receives.

**8. Do you accept blankets, electric blankets, pillows?** We do accept blankets, but cannot accept electrical blankets or pillows. Electrical blankets and pillows are difficult to recycle due to having electrical components.

**9. How damaged is too damaged?** Items that are moldy, smelly, wet or beyond recognition are the items that cannot be accepted. Everything else is acceptable.

**10. Where and to who do we give away the clothing?** Apparel Impact provides nearly 4,000 people each year with clothing, shoes, accessories and other resources for free through their community outreaches. Most outreaches are focused within New Hampshire and Maine. Our outreaches are typically directed towards lower income areas and Veteran causes through our partnerships with Easterseals and Liberty House. Because Apparel Impact is Veteran owned, we have a strong bond with veteran causes and focus our resources on helping Veterans as well.

**11. What happens to damaged t-shirts?** If t-shirts are collected and too damaged to be reused again, they typically are recycled into rags, insulation or furniture stuffing.

**12. What happens to the unwearable shoes?** Unwearable shoes are turned into other materials such as underlayment for the automotive industry, tires and athletic fields.

**13. Do you send clothing overseas?** Being veteran owned and operated, Apparel Impact cares deeply about the United States, being American focused and local communities. For this reason we work with clothing graders, textile recyclers and non-profits that are based in the United States.

**14. How often do you empty bins?** We service each of our 930+ customer sites and bins weekly. This is what sets Apparel Impact apart from the rest of the clothing recyclers.

**15. What do you do with the things that people leave at your bins that you don't accept?** We take responsibility for anything left on the outside of our bin or the inside of our bin, regardless if it is an acceptable item, considered items we don't take or even trash. We average 3%-5% of unacceptable items or trash, which is average within our industry. This expense and responsibility falls on us.

**16. Are all of the items Apparel Impact collects turned into rags?** No. Nearly 85% of what we collect is in good enough condition to be reused for its intended purpose.