

## **Social Enterprise FAQs**

### **What is MINDS Shop?**

MINDS Shop is a social enterprise managed and operated by our staff trainers and clients with ID. It serves as a platform for our clients to receive pre-vocational training in retail and customer service, helping them gain valuable skills for open employment.

To promote sustainability, MINDS Shop collects donated items and offers them a new lease of life. Shoppers can enjoy affordable pre-loved goods while supporting inclusive employment.

All proceeds from sales go towards allowances for our clients.

### **What happens to the items before they are put on sale?**

Our team at MINDS Shop takes great care to ensure every item meets quality standards. Each item is thoroughly sorted, checked for condition and functionality, then cleaned and packed before they are displayed for sale.

### **What happens to donated items that are not sold at MINDS Shop?**

Items that are unsuitable, faulty or damaged are either handed to wholesalers for export or disposed by licensed public waste collectors. To reduce waste, we encourage donors to contribute only items that are in clean, good and usable condition.

### **What items are available in MINDS Shop?**

Items may include apparels, accessories, furniture, household items, ornaments, gifts, and souvenirs. Stock changes regularly, so each visit offers something new!

### **What is the price range of the items?**

Items are affordably priced, starting from just S\$1.00. If you need assistance while shopping, feel free to approach our friendly team at the MINDS Shop.

### **What is the mode of payment?**

We currently accept cash payments only.

### **Will plastic bags be provided after purchase?**

As part of our sustainability efforts, we encourage shoppers to bring their own reusable bags. Every small action helps support a greener future—thank you!

### **Where are the MINDS Shops located?**

Click [here](#) for the locations and operating hours of MINDS Shops. We look forward to welcoming you!

### **How can I make an item donation?**

You can hand the items directly to our staff or place them in the collection bin outside the MINDS Shops during operating hours.

Our donation drop-off points are located at:

- MINDS Shop @ Margaret Drive
- MINDS Oasis @ Hougang

Please do not leave donations outside the shop when it is closed.

To make a monetary donation, please click [here](#).

### **What items can I donate?**

We accept clean, usable items in good pre-loved condition. Click [here](#) to view our recommended list of acceptable items.

### **I have a bulky item to donate. What should I do?**

Please email us at [se@minds.org.sg](mailto:se@minds.org.sg) with the following details:

- Brief description and model of the item
- Dimensions of the item
- Clear photos of the item

This will help us assess whether we can accept the item before you bring it down.

### **Can I donate fragile or sharp items?**

Yes, but safety is our priority. If you are donating items such as glassware or sharp objects, we kindly ask that you:

- **Wrap them securely** using newspapers and/or bubble wrap
- **Label the packaging clearly** with “Fragile” or “Sharp”

This helps our staff handle your items with care during the collection and sorting process.

### **Do you provide pick-up and delivery services?**

We currently do not provide pick-up services. All in-kind donations must be delivered to MINDS Shop directly. We appreciate your understanding and support.

Still have questions? We're happy to help! Reach out to us at [se@minds.org.sg](mailto:se@minds.org.sg).