



# Obtaining Furnishings from IRN Frequently Asked Questions

## *Who pays?*

As an IRN charitable partner you pay for transportation from the site where furniture is loaded to the destination(s) you specify, and for unloading and distributing furniture to recipients. Nothing more.

The original owner of the furniture pays for everything else: removing the furniture from their buildings, loading and packing into trucks or trailers, project planning, and onsite project management.

## *What kinds of furniture are you offering?*

Most of the furnishings we offer come from K-12 schools and colleges and universities. Less frequently we handle furnishings from corporations and hospitals. Colleges and K-12 schools supply furnishings for classrooms (desks, chairs, bookshelves, activity tables) and a lot more: libraries, cafeterias, kitchens, offices, and science labs. Colleges also provide residential furnishings including beds, mattresses, desks and chairs, bookshelves, wardrobes, dressers, and casual seating.

Corporations are a source of excellent quality desks and tables, storage and file cabinets, bookshelves, and seating of all kinds. Hospitals supply primarily patient and exam room furnishings.

## *How much furniture are we talking about? Fifty items? Five hundred? Five thousand?*

Yes. Yes. Yes. IRN projects range from a few dozen pieces to many thousands. So do our charitable partners. We have partners who take only a few box-vans of furniture annually, and others who take hundreds of trailers or shipping containers. A big part of our job is to know the needs and capacity of ALL of our charitable partners, so we can offer you what you need, in quantities you can handle.

## *How long do we have to decide if we want a project?*

On some projects, we'll know the schedule and inventory weeks in advance. And some of our charitable partners need those weeks to confirm a match against their own requirements. Other times, we'll hear about the project on Tuesday, and will be loading trailers by Friday. Some of our charitable partners have the flexibility to accept those projects.

2022 is shaping up to be another difficult year for shipping. We've been working hard with all our charitable partners to give them as much lead time and flexibility as possible to cope with uncertainties in obtaining and scheduling transportation for domestic and international shipments.

### *What if a project has more furniture than we can use, but we do want part of the inventory?*

That's fine. About half our projects go to a single recipient, the rest are split among two or more recipients. Again, that's part of our job – to give you what you want, in quantities you need.

### *What if we don't know how to set up shipping?*

We'll set up transportation if you can't. IRN works daily with major regional and national shipping firms, including firms handling overseas freight. We know how to negotiate the best possible rates, and we have the volume to do so.

We won't charge you for setting up transportation. Once we arrange the shipping, we'll put you directly in touch with the carrier, and you pay them directly, with no markup to IRN.

### *Transportation costs a lot. We need to get as much furniture as possible, at the least cost.*

IRN loads trucks and trailers to a mantra: high and tight, high and tight, high and tight. We want to get so much onto every truck that nothing has any room to move (which also prevents damage in transit). When you receive a truckload of furnishings from IRN, you will receive as much as that truck can possibly hold.

### *How do we know what's on the truck?*

IRN stations a person at the back of every truck that we load, who records an item-by-item inventory of every piece that goes on board. The inventory is available to you within an hour of the truck being closed up and dispatched.

### *We don't want any damaged furnishings. How do you prevent that?*

That's another job for the person at the back of the truck: to check every item and set aside any that are damaged or otherwise unfit for reuse.

### *We have paperwork that needs to accompany each shipment. Who handles that?*

We do. IRN completes load manifests, Bills of Lading, shipping and customs forms. We attach locks or customs seals and take as-loaded photos if you need them. Whatever you require to move trucks or trailers from our project location to your final destination.

***For more information about obtaining furniture from IRN, contact:***

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