

SHOE DRIVE FAQ:

Here's some common questions and answers about hosting a shoe drive:

Q: How long can I host a shoe drive for? What about my goal?

A: You can host a shoe drive for as long as you'd like! The goal is a personal number to shoot for, but nothing happens if you don't reach it. The time frame and goal for your is completely up to you (but know we are here to help!).

Q: What condition do my shoes need to be in?

A: We accept all styles, sizes, and types of shoes, as long as they still have some "life" left in them, meaning: no holes, mold, etc. Chances are, if you'll wear them, we can use them!

Q: Why does my shipping label say 2lbs?

A: Each Zappos shipping label is good for up to 50lbs, starting at 2lbs. The final weight determines the cost to Zappos for shipping. As long as you're under 50lbs, you're good to go!

Q: My shipping label won't print!

A: The most common issue with labels not printing is your pop-up blockers are on. Check your internet settings and try again!

Q: Where can I drop off my shoes? Can I drop off at any location?

A: You can find our drop off locator **here**. As long as the location is listed within the number of pairs you have (1-15 pairs for smaller locations and 15+ pairs for large locations) you can drop them off! REMEMBER: The most important step is filling out the **digital donor form** before dropping off – otherwise your shoes won't be credited.

Q: What do you do with shoes that are beyond wear?

A: We only accept shoes that are gently used, but sometimes (about 1% of the time) we get shoes that are too far worn for our programs. In these situations, we will work to recycle the shoes, however, as this is an extremely expensive process, our number one priority remains to repurpose gently worn shoes. We recommend reaching out to local textile recyclers if you have shoes past the gently worn stage!

Q: Can I ship in single shoes? What about cleats?

A: Yes! We can accept single shoes and cleats, as long as they are gently worn. If you have a large amount of either of these, please reach out to us to ensure we can put that many to use!

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Q: Where do my shoes go?

A: Once you donate your shoes to Soles4Souls, they are on their way to support our 4Opportunity program! This program creates long-term sustainable opportunities in developing nations around the world. You can learn more about that program [here](#).

Q: Do you pay people for the shoes they collect during their drive?

A: No, all the shoes from your shoe drive are strictly donations. As a nonprofit organization, we are not able to support a program that pays for the donations we receive.

Q: Can I get a tax receipt for my donation?

A: Absolutely! Filling out our **digital donor form** will ensure that you automatically get a tax receipt in your email. If you need one from a previous donation, fill out **this form** and we'll email you a receipt! Please note that Soles4Souls does not apply a value to donations, that is to be settled via your tax accountant.

Need more help? Reach out to your dedicated shoe drive representative or at info@soles4souls.org and we'll be happy to help!