

Dear Neighbor,

Thank you for contacting St. Vincent de Paul regarding your request for items from our Thrift Store. We are grateful for the opportunity to serve you. This letter provides information on the process for obtaining the requested merchandise from our store.

- An electronic voucher will be submitted to our Thrift Store at our volunteer's earliest opportunity, usually within 24 hours of your conversation with the volunteer.
- If you provided a valid email address to St. Vincent de Paul, you will receive an email notification from the Thrift Store when the voucher has been submitted.
- If you also provided a good telephone number to St. Vincent de Paul, you will receive a
 phone call from the Thrift Store when the voucher has been processed and our sales
 team is ready to serve you. Please ensure your voicemail box is set up and has enough
 memory available to receive voice messages. It can take up to 4 hours during store
 operations to prepare vouchers. Electronic submissions received after 2:00 PM are
 processed the following business day.
- If you haven't heard from the Thrift Store within 2 business days, you are welcome to call the store at 812-425-3148, option 2, to check on your request. Please DO NOT call our Office of Emergency Assistance to ask if your voucher is ready. They will not know and do not have access to our Thrift Store system.
- Vouchers are valid for 14 days from the time of issuance and can be redeemed Tuesday through Saturday between 10 AM and 4 PM at our store located at 767 E. Walnut Street in Evansville.
- Identification for every adult listed on the voucher is required when picking up items (clothing vouchers). All items listed on the voucher must be picked up at the same time (clothing, furniture and bed vouchers).
- Any balance for an item or items purchased over the allowance listed by the volunteer on the voucher is the responsibility of the customer, including 7% sales tax.

The employees and volunteers at our St. Vincent de Paul Thrift Store look forward to serving you.

767 E. Walnut Street Evansville, Indiana 47713 (812) 425-3148