

FAQ

of the Solidarity Store



LOVE
for sale

How does the Solidarity Store work?

Devolver's Solidarity Store sells new or used items at below-market prices, enabling access to quality articles and giving these pieces a new story. All proceeds are directed towards Instituto Devolver's projects to expand our chain of good deeds.

How can I donate?

To make a donation, simply fill out the form at the bottom of the page, and our team will contact you to schedule the collection.

What can I donate?

We accept donations of clothing, shoes, accessories, and decorative items, whether new or used. If you want to donate something not mentioned above, describe the item in our donation form. We ask our Givebackers that the donated items be clean and in good condition.

Is there a minimum number of items to donate?

Yes, we ask our Givebackers to gather a minimum of 4 items for donation.

Can I exchange a product purchased in the Solidarity Store?

As the items are donated pieces, we do not offer exchanges.

How is the collection done?

By filling out our donation form, our team will contact you to schedule the collection date. Collection is done during business hours and there is no charge for it. If you need to change the scheduled date, please contact us.

What happens to my donation?

The donations received are directed to our headquarters where they are sorted and priced. After that, some items are earmarked for donations, and the rest are allocated to the Solidarity Store.

Why are the items sold rather than donated?

Instituto Devolver is a non-profit organization, and the proceeds from sales are 100% applied to Devolver's social projects, impacting over 30,000 children and youth.



Do you have any other questions? Reach out to us at contato@institutodevolver.org.br or through the form!