

FAQs

WHEN ARE THE BACKPACKS DUE?

Backpacks are due Tuesday, August 1, 2017, but we encourage Drive Leaders to advertise an earlier date to allow for latecomers and transportation of the backpacks to the warehouse.

MAY I DONATE ANY COLOR BACKPACK?

Please DO NOT donate red or blue backpacks. Many of our recipient schools request that we exclude these colors in our donations due to a serious issue with gang affiliation.

SHOULD I BUY EVERYTHING LISTED ON THE TAG?

We ask that you include as many items as possible in each donated backpack. However, our warehouse volunteers quality check each backpack and will add any missing items.

WHAT IF THE TAG GETS SEPARATED FROM THE COLOR CORD?

Each grade/gender has a specific color. It is denoted by the color of the cord which matches the printed tag on the front, and the color stripe on the back of each backpack tag. If the cord becomes lost, please attach the tag to the backpack with something else that is similar in color.

ARE THERE ITEMS I SHOULD NOT INCLUDE IN BACKPACKS?

Yes, please do not include money, gift cards, permanent markers, liquid white out, white glue or food/candy.

CAN DONORS INCLUDE MORE SUPPLIES THAN WHAT IS LISTED?

While we love that individuals want to give generously, we ask that they only buy items on the list — "backpack envy" can ruin another child's joy of the

moment. Instead, we prefer that individuals consider providing an additional backpack so that even more children are reached this school year.

DOES THE FAMILY GIVING TREE PICK UP BACKPACKS?

Unfortunately, the Family Giving Tree does not have the resources to pick up from Drive Leaders. However, we will announce multiple Bay Area drop-off sites to ease travel for North and East Bay Drive Leaders.

WHAT IF BACKPACKS COME IN LATE?

Backpacks can be brought to our warehouse until Monday, August 7, 2017. If you have donations after this date, please contact us at 408-946-3111 x214.

HOW DO I GET MORE TAGS?

Congratulations on exceeding your own expectations! Call or email us and we will quickly send more tags. Refer to the contact information below.

WHAT DO I DO WITH LEFTOVER TAGS?

When the drive is complete, leftover tags may be returned to the warehouse or mailed to our Milpitas office address listed below.

HAVE OTHER QUESTIONS?

We're here to help. Contact us using the information below.



Family Giving Tree™

Family Giving Tree

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FamilyGivingTree.org