

FAQs

WHEN ARE GIFTS DUE AT THE WAREHOUSE?

Gifts should be delivered to Family Giving Tree's warehouse **by Thursday, December 8**. Agency pick-ups begin a few days later and there's lots to do to get gifts ready.

All drop-offs will be via appointment only. You will receive an email to sign up for a drop-off appointment with full gift instructions and guidelines as we get closer to drop-off week.

This year we are tentatively planning to have drop-off points set up in SF, in the East Bay and on the Peninsula, along with our warehouse. Please visit the website during mid-November for details on remote drop-off locations and the warehouse address.

DOES FAMILY GIVING TREE PICK UP GIFTS FROM DRIVE LEADERS?

No. Unfortunately, the Family Giving Tree does not have the resources to pick up from the hundreds of Drive Leaders who support us.

WHAT DO I DO WITH LATE GIFTS?

Our partner nonprofit agencies will begin gift pick-up from the Family Giving Tree warehouse on December 12. Should you find yourself with late donations, please email driveleaders@fgt.org to schedule an appointment to drop off those gifts at Family Giving Tree's warehouse as soon as you can. Please review the calendar on the Drive Leader Hub for warehouse hours.

WHEN WILL THE VGTS BE LIVE?

Your customizable Virtual Giving Tree page will be live from early November through January 13. You will receive a login/setup email a few days prior to VGT launch in early November or within 1-2 business days if you registered for a VGT after early November. This will contain

the information you need to log into your VGT page, upload a logo, customize a message, and set a campaign goal.

WHAT IF A DONOR CANNOT FIND THE REQUESTED GIFT?

We have worked hard to ensure all wishes can be found easily and are both price & age-appropriate. If a donor is unable to find the wish on the card, ask them to choose an alternative gift within the same genre of the original wish (e.g. toys, athletic wear, electronics). If they still find that they are unable to fulfill the wish, please have them contact us at 408-946-3111 or email info@fgt.org. We appreciate the time they take to fulfill each wish.

WHAT IF A DONOR LOSES A WISH CARD?

Please have the donor attach a piece of paper to the gift, listing as much information as they can recall from the original wish card. Tip! Ask donors to take a photo of the card with their phone — just in case.

WHAT DO I DO WITH LEFTOVER WISH CARDS?

Please discard any wish cards that are unfulfilled. Rest assured, we will make sure each person registered for a gift receives one.

I RAN OUT OF CARDS. HOW DO I GET MORE?

Please contact us ASAP for more cards by emailing driveleaders@fgt.org.

WHY ARE DONORS ASKED TO CONTRIBUTE A PRE-PACKAGED TOOTHBRUSH?

Like so many other things, families experiencing financial hardship cannot afford the cost of dental care. Therefore we ask our donors to give a pre-packaged toothbrush(es) to provide at least some measure of dental hygiene.

For more FAQs, please visit fgt.org/our-programs/holiday/hwd-faqs