

A large, stylized graphic element consisting of a central orange triangle pointing to the right, surrounded by a white outline that forms a larger, irregular shape. The background of the page is white with faint orange lines forming a grid-like pattern.

**Old-branded collection
bucket and tin 'amnesty'
Q&A**

Old-branded Collection Buckets and Tins 'amnesty'

Q. What is the purpose of the old-branded collection buckets and tins 'amnesty' project?

A. To recover old-branded and unused collection buckets and tins from our co-ordinating volunteers. This is designed to:

- Reduce the need to order new equipment.
- Reduce the risk of excess equipment being used fraudulently.
- Ensure only current brand equipment is being used.
- Improve future equipment tracking.
- Reduce our environmental impact

Q. How does the 'amnesty' work?

A. The volunteer who is responsible for co-ordinating the collecting tins/buckets at the group, who wants to send their collection buckets and tins back should contact the shop team in the first instance. The shop team will be able to ascertain what the best option is for arranging a courier collection or to inform the volunteer to destroy the items locally.

Q. How can I contact the shop team?

A. You can email the shop team on shop@mssociety.org.uk. Or if you'd prefer to call, the telephone number is 0300 500 8084. Phone lines will be open 9am until 5pm Monday to Friday.

Q. How should I prepare for the courier to collect my items?

A.

- Have a sturdy cardboard box ready and make sure that the collection buckets/tins can comfortably fit inside.
- If you have both buckets and tins they need to be boxed separately.
- Seal the parcel with packaging tape and ensure they are boxed securely and in a ready condition for collection.
- If you ordered a collection bucket/tin after January 2019 it should have a serial number attached to it (five digits e.g. B0083). These will also need to be boxed separately.

Q. How do I organise a collection of my old-branded buckets and/or tins?

A. The shop team will respond to the tin/bucket co-ordinating volunteer's initial enquiry within three working days to either confirm a courier collection is required or to inform the volunteer to destroy the items locally.

If a courier is required, please ensure the following information is on hand:

1. Confirmation that your stock is boxed securely and in a ready condition for collection
2. The collection address
3. Number / total weight of boxes to be collected
4. Date / times when boxes would be available to collect
5. Contact Name
6. Contact Tel no.

Q. How much does a single collection bucket and collection tin weigh?

A. Before collection of your stock, you need to know the total weight of your item(s). Below is the weight of a single collection bucket and tin:

- Single collection bucket including lid: 0.50kg.
- Single handheld collection tin: 0.20kg.

If you are unsure which one you have you can compare our latest ones in our online shop: www.mssociety.org.uk/onlineshop by searching via their product code:

- Collection bucket (product code CE0016)
- Collection tin (product code CE0018)

Q. What if I don't have sufficient packaging material to return my items?

A. if you contact the Supporter Care Team on 0300 500 8084 they can notify your Local Network Officer/Regional Fundraising team who can arrange to collect your items when next convenient.

Q. Can I send any other fundraising equipment back?

A. No, at present we are only asking for old-brand collection tins and buckets.

Q. What if I have other old-branded items such as t-shirts?

A. The 'amnesty' is only for collection buckets and tins. All other items need to be securely disposed of locally, preferably by recycling them.

Old-branded clothing in particular should be shredded and put in a clothes recycling bank. All clothes can be recycled even if they are passed their best. Ripped or stained clothing can be shredded and the fibres turned into new items - there should be plenty of textile banks in your local area.

Q. Who will pay for the courier collection costs?

A. There will be no cost to volunteers to send their buckets and tins back, this is being paid for centrally.

Q. I have current branded collection buckets and tins which are unused, can I send them back too?

A. Yes, you can also send back current branded collection buckets and tins if you no longer need them. But you still need to contact the shop team first.

Q. What do I do if I have old-branded collection bucket(s) and tin(s) that I still use?

A. If you still use your old-branded collection bucket(s) and tin(s), before you can carry on using them you will need to remove the old-branded label and order a current label from the online shop to replace the old one. To do this go to www.mssociety.org.uk/onlineshop and search for the below items:

Bucket labels - pack of 10 (product code: CE0025)

Tin wrap labels - pack of 10 (product code: CE0020)



The above two designs are the only two that we currently use. If you therefore have one of the old counter top tins (with the sloping top) these will need to be returned to us too so we can update them with, amongst other things, a new label and the Fundraising Regulator logo. Below is the image of the sloping ones that need to be returned:



Thank you so much for helping us!