Habitat Santa Barbara ReStore Frequently Asked Questions:

What is the ReStore?

The ReStore sells new and gently used home improvement items at a fraction of the retail price, with proceeds supporting Habitat's mission of building and preserving affordable housing. The model celebrates environmental benefits by collecting donations and diverting household and construction waste from local landfills.

Where is the ReStore located?

The ReStore is located at 400 State St. in downtown Santa Barbara, at the corner of State and Gutierrez Streets.

What are the ReStore's shopping hours?

The ReStore is open to shoppers Wednesday through Sunday, 10am to 6pm.

Is there parking at the ReStore?

Parking is available in City lots (first 75 minutes free) and loading zones are available on Gutierrez Street for pick-up of purchased items (please ask store staff for assistance).

Can I donate items to the ReStore?

Yes! We accept a variety of gently used items including furniture, appliances, fixtures, construction materials, lighting, artwork, and more.

What items can I donate to the ReStore?

Proceeds from items sold in the ReStore will go directly to support our mission of producing, preserving, and protecting affordable ownership housing in Southern Santa Barbara County. We will accept a variety of usable surplus building materials, and thoughtfully curated, gently used furniture and home décor items. Please see our list of accepted items for donation to learn more about what we can accept.

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If you have questions about a specific item that you don't see on our list, please reach out to us at restore@sbhabitat.org. Be sure to include a photo along with as much specific information as you can share, including brand, age of the item, any visible stains or defects, and approximate retail value (if known).

How do I donate items to the ReStore?

You can either:

drop off items during our donation drop-off hours: **Wednesday through Friday, 10:30am to 4:30pm;**

or you can schedule a pickup. Pickup service is offered at no cost to the donor (although donations to cover gas are always welcome and appreciated) and can be scheduled via the ReStore page on our website.

Do you offer a tax receipt for my donation?

Yes! Habitat Santa Barbara is a 501(c)(3) nonprofit, and we can provide you with a tax receipt for your accepted donations. You will be responsible for valuing the item. Items valued at or above $5000 will require a professional evaluation, which is the responsibility of the donor.

Can I make a monetary gift to support the ReStore?

Yes! Habitat Santa Barbara is currently accepting monetary donations to help us pay for the supplies, materials, fixtures, and signs that will ensure the ReStore is a beautiful and welcoming space for our community. If you would like to learn more about making a gift to support the ReStore, including naming and recognition opportunities, please contact Susan Renehan at susan@sbhabitat.org.

Can I volunteer at the ReStore?

Yes! We have many volunteer opportunities, including volunteers who collect donations during donation drop-off hours and help with sorting, organizing, and pricing; and ongoing regular volunteer shifts at the store. In the future, we'll also welcome volunteer groups to help on special project days. To learn more about volunteering at the ReStore, sign up for our volunteer newsletter, go to the volunteer subpage on our website, or reach out to Penn McCormack at penn@sbhabitat.org.

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What is the ReStore's return policy?

All sales are final, except electronics (appliances, power tools, and lighting marked "tested"). Electronics can be returned for store credit only, within 14 days of purchase, with the original sale receipt, and in the same condition as at the time of sale.

Can I place a hold on an item?

For in-person customers, we offer a courtesy hold on unpurchased items until the end of the day. This is to allow customers to check measurements for home compatibility before purchasing items. A "Hold" sticker with the customer's name will be placed on the item for the day. If not picked up, that sticker will be removed at the end of the day.

What if I need time to arrange for transport of my purchase items?

If an Item cannot be loaded at time of purchase and must be picked up at another time, a ReStore associate will label it with a "Sold" sticker with the date of sale. When the customer picks up the item, they must have the receipt that matches the price tag on the item. Sold items must be picked up within two business days. After this date, a $5/day storage fee will be accrued. The storage fee must be paid in full to pick up the item. All Items not picked up after 10 business days will be resold. A ReStore associate will give a reminder call to the customer before the 10-business day mark.

Are ReStore prices negotiable?

No. We have carefully priced our items to be at least 50% off retail. We have priced our items to ensure that items will sell quickly, while also generating a revenue stream for our mission to build and improve affordable housing for our local individuals and families.

Do items ever go on sale?

Yes! Most items will go on sale if they have been on the sales floor for 60 days, at which point the items will be an additional 50% off the listed price. After 90 days, items will be 75% off the listed price.

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