

# Vehicle Donation End-of-Year FAQ

For stations responding to donor questions

## **Q) How do I donate my vehicle?**

**A)** Visit our web site or call 1-866-789-8627 on weekdays from 8:30am to 8:30pm EST and Saturdays from 8:30am to 2:30pm EST. Due to the high volume of calls at year-end, we highly recommend making donations through the web site.

## **Q) When do I need to donate in order to get the tax deduction for this year?**

**A)** As long as you begin the donation process and transfer your title before Dec 31, 2017, the donation will qualify for your 2017 taxes.

## **Q) I've already completed the donation forms, but my car may not be picked up until after Dec 31st, do I still get a 2017 deduction?**

**A)** Please see our response above.

## **Q) I donated earlier this year and did not receive (or have misplaced) my tax receipt. Can you resend?**

**A)** We can provide an electronic copy of your tax receipt. Please call our Vehicle Donation Hotline: 1-866-789-8627.

## **Q) Do I need to have a title in order to donate my vehicle?**

**A)** In most cases we require a current and free (no liens) title to accept your donation. Some states have exceptions. Contact our Vehicle Donation Hotline for details: 1-866-789-8627.

## **Q) Can I make the donation in someone else's name and give that person the tax deduction?**

**A)** Yes. List the person who should receive the tax deduction as the main contact on the donation form. The person handling the donation on their behalf may be listed as the second contact.

## **Q) How much of a deduction will I get?**

**A)** You are entitled to deduct the gross sale price of your vehicle, however, if the vehicle sells for less than \$500, you can claim up to \$500 of the Fair Market Value.

## **Q) The tow truck didn't show up. Who can I call for assistance?**

**A)** Please contact our Vehicle Donation Hotline 1-866-789-8627, or Beth Carter at Beth@cartalkvdp.com or 405-588-4109.

## **Q) I need to have my car picked up immediately. Is that possible?**

**A)** Occasionally, we're able to expedite towing. Please call our Vehicle Donation Hotline to request an express pickup: 1-866-789-8627.

## **Question not listed above?**

**Vehicle Donation Hotline:** 1-866-789-8627

**Customer Service Manager:** Beth Carter | Beth@cartalkvdp.com | 405-588-4109

## **Hours of Operation, Vehicle Donation Hotline:**

Weekdays, 8:30 am to 8:30 pm EST and Saturdays, 8:30 to 2:30 EST

*Closed November 23, 2017 (Thanksgiving), December 25, 2017 (Christmas) and January 1, 2017 (New Year's Day).*