

Live Oak Giving Initiatives QUICK FAQ SHEET:

1. **I don't attend on Sundays but want to get a box or a bag. How do I do that?**

Email us (ali@live-oak.org) and we will arrange a time to leave what you need on our porch. Keep in mind, that with the Lubbock Impact Hygiene Kits we have a limited supply.

2. **Can I return my box or bag prior to Nov. 17th?**

You sure can! You can bring your filled bags and boxes on the Sundays leading up to Nov. 19th. If you need to leave yours on our porch during the week feel free to! Just note that we have Fridays off and if you leave it on a Friday it will be sitting there until Sunday morning.

3. **I am providing my own shoe box. How do I get an instruction sheet for how to pack it?** Head to: <https://www.samaritanspurse.org/operation-christmas-child/pack-a-shoe-box/>. Here you will find everything you need to know to get a box all packed up!

4. **I won't be here on Nov. 17 to turn my items in. What do I do?**

Bring them early on another Sunday, leave on our porch (see #2) or email us to arrange an alternate plan at ali@live-oak.org

5. **Is it ok for my Operation Christmas Box to be so full it can't be closed?**

We ultimately transport boxes to Southcrest Baptist, who then get them shipped to Dallas, where they will be sent all over the world. Boxes that won't close make transport impossible so please make sure your does close, even if that means removing items from it.

6. **Why can't I use my own bag to make a hygiene kit for Lubbock Impact?**

We can only bring a certain number of bags to Lubbock Impact simply bc they have limited storage. So we ask you to only fill the bags we provide. These are first come, first served.