



Frequently Asked Questions about Shipments

Q: What is the best way to ship medical equipment and supplies?

A: The cheapest way to send large quantities is to ship a 40' container. We usually tell you to request a high cube container, as it holds about 300 more cubic feet and doesn't cost any more than a standard height container.



Q: How full do you fill the 40' container?



We fill the container as full as possible. Our motto is **"We ship no air."**

A 40' high cube container can hold 2,660 cubic feet and a standard height 40' container holds 2,360 cubic feet.

Q: How much does it cost to ship a 40' container?

A: The cost depends on the country you are shipping to and how far it has to be trucked from the port to your site. If you want us to arrange the shipping, then the cost will be **\$15,000** for it to be shipped from Idaho to the port of your choice. If you pay for and arrange the shipping, the cost is generally less than our cost.



Q: Will you send me what we ask for or do we have to take what you give us?

A: After your application is approved, you send us your wish list. We will send you the list of what we have available and you can choose from it. Then we work to put together a shipment containing what you need and want. We don't want to send equipment and supplies that you are unable to use.

Q: Who pays for the shipping?

A: In most cases, the organization requesting the shipment is responsible for all shipping costs, custom fees, and storage fees that may be incurred.



Q: Who is responsible for getting the shipment from the port to my hospital/clinic?

A: The organization requesting the shipment is responsible to arrange for the container and/or its contents to be trucked to their site. This cost is not included in the \$15,000 if Hands of Hope Northwest (HoHNW) arranges the shipping.

Q: What is the value in US dollars of the average shipment?

A: The shipments sent by HoHNW are usually worth between **\$200,000** and **\$300,000**. The value depends on what the organization requests.

Q: What if I don't need enough to fill a 40' container?

A: Organizations can pick up smaller amounts to combine with their own shipments or to truck to your stateside location. Once in a while we do pack a 20' container, but they are usually only \$1,000 less than sending a 40', so they don't save much money. You can fill out our [Small Mission Donation Form](#) and request a partial shipment.



Q: How can I know what types of items you have available to donate?



A: Here is a [list of medical equipment and supplies](#) we accept as donations, which are then available for global or local shipments. This list also shows what we do not accept. We cannot guarantee that we have these items in stock at any given time, since we are unable to predict incoming donations.

Q: How are the medical supplies packed?

A: Supplies are carefully counted and packed into boxes. HoHNW sorts supplies into 30 different categories. Each box is labeled with the category name such as "Bandages" or "Surgical Supplies," which makes it easy to distribute to the right department when it arrives. A packing slip is included in each box, so when it is opened the recipient knows the exact contents.



Q: How is medical equipment packed?



A: Custom-made crates are fashioned for machines such as ultrasounds, so that they are protected during shipment.

Other equipment such as walkers, wheelchairs, exam tables, and hospital beds are placed in the container whenever there is space and then boxes are packed around them so they don't shift in transport.

Q: Do you send expired supplies?

A: HoHNW does not ship expired supplies or liquids. We pack only supplies for container shipments that have at least eighteen months before their expiration date. This ensures that the items will have one year left when they reach their destination. Individuals taking medical supplies on mission trips may take supplies that will expire after their trip has ended.

Q: Can I request supplies to take on a mission trip?

A: Yes, we are happy to supply you with basic things like gloves, bandages, and masks for your mission trip. We need at least two weeks to gather the supplies you request. The longer you give us to collect, the more likely you are to get what you request. Please fill out this **Short Term Mission Trip Supplies [Application Form](#)** and return it to HoHNW by mail or email.



Q: Are the supplies and equipment new or used?

A: All supplies such as bandages, gloves, and needles are new.



The only supplies that may be used are bed linens that we receive from local hospitals. They have been used a few times, but are still in very good condition. Some orthopedic supplies may also be used, such as a knee brace



or an arm sling. If items have been heavily used or are dirty, we do not send them.

Most of the equipment we send has been gently used by either a hospital or an individual. Again, we only send quality equipment that is in good working order.



Each item has been checked to be sure it is working properly. If repairs are needed, then we will do that before we send it. Wheelchairs are repaired by a certified technician. Another of our mottos is **“No Junk for Jesus.”**



Q: How do I request a container shipment of supplies and equipment?

A: Please fill out the [Partnership and Medical Donation Application Form](#) and return it to HoHNW.



Here are some of our faithful volunteers who love to serve you. Many of them come every week to sort and pack boxes!



If you'd like to know more about the ministry of Hands of Hope NW, [watch some of our videos](#).