



## Policies and Terms of Service

### What to do with dirty diapers?:

Until a baby begins eating solids, poopy diapers can be tossed into the hamper bag just the same as pee-pee diapers. Once solid foods kick in, shake off whatever poo you can into the toilet and toss the dirty diaper into the hamper bag. Each week, put out just your dirties – in the provided hamper bag - and hold onto your clean diapers.

- Please keep diapers loose in hamper bag by not binding them in any smaller plastic sacks.
- If your diapers are awaiting pick-up in a common area, consider putting a note on them letting doormen and neighbors know that we're coming for them shortly.
- If you put your dirties in your pail for pick-up, please cinch the hamper bag closed beforehand.

### Missed Diaper Pick-Ups:

If you forget to put your dirties out or miss your pick-up time:

- On the **1st occurrence**, we will still drop-off a clean batch of diapers. And will plan to pick up 2 weeks' worth of your dirties the following week. Your card will be charged for that week as normal.
- On the **2nd consecutive occurrence**, we will not drop-off a clean batch of diapers. And will not resume pick-ups until we hear from you to confirm arrangements. Your card will be charged each week as usual.
- If ever there are **3 occurrences**, consecutive or separate, we will review and consider retiring your account. (!)
- If you'd like us to **make a 2nd pass** to retrieve your dirties, we can schedule one later in the week for a \$15 to \$30 charge. (dependent on whether you're the sole pick-up or not). If you catch us that same night (which is hit or miss), we can try and catch the driver for a 2<sup>nd</sup> pass that same night, However, we'd STILL ask for \$15 extra as the trip often adds over 30 minutes to his/her night.

### Overall Billing + Inactive Accounts:

Weekly recurring billing doesn't kick in until after the baby has arrived and we pick-up your first set of dirties. However, we have a 4 week grace period (to allow for late babies and slow starts). If your account has not been activated within 4 weeks of your first drop-off: in the 5<sup>th</sup> week, we will begin charging your weekly service fee unless you contact us to make special arrangements or until we're able to retrieve the diapers. Once service kicks in, we charge the weekly fee for any week in which there is either a drop-off or a pick-up.

### Stain Policy:

Be assured that all diapers are completely sanitized, pH balanced and rinsed free of any residue in our extensive wash process. However, because we don't use harsh chemicals, the diapers can retain discolorations. When deciding whether to pass or fail a diaper, we walk the middle ground:

- if a stain is gnarly, we'll retire that diaper and replace it with a new one.
- However, if the stain is simply a matter of discoloration, we keep it in your rotation.

In our stain-fighting efforts, we ask for your assistance by avoiding the biggest staining culprits:

- This one's the biggest culprit: please avoid diaper creams containing fish oils, mineral oils and petro-anything  
For a complete list of cloth-friendly creams, go to <http://www.diaperkind.com/Tips.html>
- please do not use diapers for household purposes (very tempting, but a big no-no)
- please do not wrap diapers in small grocery sacks; the dye from sacks leeches onto and stains the diapers.
- with older infants & toddlers, please be diligent (without going crazy) in plunking solid poo into the toilet.

### Diaper Count:

- Twee are provided 180 diapers rotated over 2 weeks
- Small are provided 160 diapers rotated over 2 weeks
- Medium are provided 120 diapers rotated over 2 weeks
- Large are provided 100 diapers rotated over 2 weeks

After delivering your full rotation of diapers over 2 weeks (half each week), we then return to you the exact number of diapers that we picked up from the week before.

### Increasing Your Diaper Count:

If you find that you're running short on prefolds, we can increase your base in increments of 20; the first 20 for no extra charge. Each additional 20 prefolds after that is an extra \$2.50/week

### Changes:

For misc. changes or orders being added to your delivery, please alert us by 2pm on the day of your delivery. For size changes, please allow 10 days for us to stock, pre-wash and number a new set of diapers for you. Also keep in mind that when moving up in size, you will be provided with the new corresponding quantity of diapers. (see Diaper Count above)

### Delivery Nights:

We are in your neighborhood only one night each week, so cannot efficiently re-route our drivers for special requests. We'll address requests on a case by case basis, but ask you to bear with us if we cannot accommodate them.

### Vacations, Holds and Service Cancellation:

Please alert us of vacation plans at least one week in advance. If your service will be suspended for less than 2 weeks, we just need to retrieve your dirties before you leave town. If service will be suspended for longer than 2 weeks, we ask to retrieve all of your diapers; both clean and dirty. If we aren't able to retrieve them, we begin charging your normal weekly service fee starting the 3rd week. If you'd like to take some diapers with you on vacation, we're all for it. Depending on the length of time and amount of diapers taken, we can determine a small rental fee and sometimes may even provide you with a "traveling set".