



## Diaperkind Service Agreement

### GENERAL DIAPER CARE

Cloth diapers are a very hard-working article of clothing that require (only a little!) bit of TLC on your part.

If we detect negligence (e.g. off-limits diaper cream use, "missed pick-ups" or theft), we will bring these concerns to your attention. We reserve the right to charge \$2 to \$4.50 (depending on size) for each stained, lost or stolen diaper.

NOTE: an average single bag of diapers is worth \$150 - \$225! So please be diligent in reviewing and following the points below.

### 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. Each week, put out just your dirties – in the provided hamper bag - and hold onto your clean diapers. Once solid foods kick in, shake the solid poo into the toilet and toss the dirty diaper into the hamper bag.

- So that diapers don't go missing in transit, please ensure that all diapers are fully contained inside the hamper bag and that the bag is cinched securely closed.
- If you're putting your dirties out in a common area, keeping them in the Pail works great. But please still cinch the bag securely closed inside the pail.
- And, too, consider putting a note on them so a "friendly neighbor" doesn't mistake them as trash.

### How to avoid staining the diapers

Our washers are perfectly geared for babies and the organic matter that they produce. But, because we don't use harsh chemicals, the diapers can retain discolorations and it's important to follow the points below or the diapers WILL stain.

- Diapers must be laundered weekly
- DHA/Fish Oil supplements taken by breastfeeding mom will stain the diapers (super odd, but true). As an alternative, consider switching to a non-fish oil option: we recommend Spectrum Prenatal DHA for Pregnant and Nursing Moms
- Diaper-Dekor plastic sacks will cause serious (mold!) stains, so please do not enlist this type of diaper pail. Instead, the pail we offer is fantastic! Or any other 14+ gallon container that allows air circulation.
- Please never bind the diapers in *any* type of plastic sacks (e.g. grocery store bags)
- Unless you see a diaper rash coming on, we encourage not using any creams or oils at all!. If you do need a healer, moisture barrier or rash preventer, please **only** use Coconut Oil or Olive Oil.
- Please avoid **ALL** other creams, lotions, oils or medications from coming into contact with the diapers. If your doctor prescribes something, please contact us before use so we can discuss ways to avoid the stains that might come with it.
- When your baby begins eating solids, please be diligent about plunking solid poo into the toilet. (ask us about Liners when the time comes. They'll become your new best friend.)

### Lost or Stolen Diapers

Sadly, diapers (even the dirty ones) do get stolen, misplaced or mistaken as trash. On our end, we keep detailed records that readily pinpoint when and how many diapers have gone missing. So please keep in mind that you are accountable for these diapers from the moment we drop them off and ensure that the exchange area that you choose is a safe one. If ever you suspect that diapers have gone missing, please contact us immediately to discuss next steps.

### Diaper Pick-Ups and Missed Diaper Pick-Ups

- Please always have your diapers out by 9pm on your scheduled delivery night.
  - This is imperative: routes change regularly and the driver might arrive to you at 9:02p on any given week.
- We are in your neighborhood one night each week and unfortunately cannot re-route drivers for special date or timing requests.
- If ever you miss your pick-up time, we will send a "missed pick up" email **the following morning** with alternate pick-up/drop-off options. (we cannot make a "2nd pass" that same night)
- Keep in mind that if you do not turn any diapers in to us, then we will not have any diapers (or bag) to return the following week. So be sure and check the morning's "missed pick up" email for options.

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## Initial Billing / Grace Period

We will bill for your sign-up order upon dropping off your first set of diapers and accessories. We will apply any Gift Vouchers that you might have on file first. After which, we will use the credit/debit card that you entered during sign-up. Weekly recurring billing kicks in when we pick-up your first set of dirties or after the 4 week grace period (whichever occurs soonest). If your service has not been activated within 4 weeks of your first diaper delivery, we will begin charging your weekly service fee beginning the 5th week.

## Weekly Recurring Billing

We process service fees on Thursdays - so charges will hit your account weekly; a few days *after* your service date. We will apply any Gift Vouchers that you might have first. After which, we will use the credit/debit card that you entered during sign-up. If ever you'd like us to use a new credit or debit card, you can update your billing info via this secure link: <http://www.diaperkind.com/Update.html>

Active Week – any week in which we are scheduled to either pick-up or drop-off

- your card will be charged your regular weekly service fee. For us to mark you “inactive” (below), please alert us no later than 1p on the day of your delivery.

Inactive Week – any week in which you ask us to Skip you entirely (due to vacations, holds, etc.)

- The set of diapers that have been assigned to are entirely yours to use while away - and we encourage it! Just ask us for home- laundering instructions as needed. If you opt not to use the diapers while away, they will still await your return on our shelves and in your home. So we charge \$10 for any Inactive Weeks.

Extended Service Holds

- Please contact us at [info@diaperkind.com](mailto:info@diaperkind.com) for Extended Service Hold options

## Diaper Count

- Twee are provided 180 diapers rotated over 2 weeks
- Small are provided 160 diapers rotated over 2 weeks
- AI2s are provided 160 inserts 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 the first week and then half the second 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 diapers, we can increase your rotation in increments of 20 at the following rates:

Smalls:	The first 20 for no extra charge. Each additional 20 thereafter is an extra \$2.50/week
Mediums:	Each additional 20 is an extra \$3.00/week
Larges:	Each additional 20 is an extra \$3.50/week
AI2s:	Each additional 20 is an extra \$3.50/week

## Size Changes (not applicable for AI2 service)

For size changes, please allow up to 2 weeks for us to prepare your next set of diapers for you.

- Keep in mind that when moving up in size, you will be provided with the new corresponding quantity of diapers.
- On the day of your size change, please return all of your current size (but 1, of course).
- If all of the smaller sized diapers are not turned in, we will charge **a double service fee each week** until they are returned. This is because all diapers are kept in “sets” and need to be collected as a whole before their next baby can use them.

## Holidays & Weather Changes

We will deliver as usual on every holiday except: New Year's Eve, New Year's Day, Christmas Eve, Christmas Day and Thanksgiving Day. We will also make schedule changes if ever a holiday makes traffic impassable (e.g. the West Village Halloween Parade). For changes due to weather - or holidays - we will notify you via email as efficiently as possible. We will also post regular updates to <http://www.diaperkind.com/RouteChanges.html>

## Vacations, Holds and Service Cancellation

It's very important that diapers are laundered weekly; please contact us at least a week in advance of your departure so that we can make arrangements to pick up your dirties **on your regularly scheduled night** before you leave town.

For cancellations, we ask to pick up all of the diapers in your set. We charge one final service fee for this last pick-up week and that's that. If we are unable to retrieve all of the diapers, we will charge between \$2 and \$4.50 for each unreturned or ruined diaper. (depending on size)