



Baby Diaper Service Rental Manual

Baby Diaper Service Rental Terms and Information

Welcome to Baby Diaper Service! We are pleased to provide you with your cloth diaper service. If you have any questions or concerns, please call or email us – we are here to help you!

Call us: 206-634-2229 or 1-800-562-2229, or email us: Info@babydiaperservice.net

Find us on the web at www.babydiaperservice.net We are located at 6559 5th Pl S, Seattle 98108

What is Baby Diaper Service?

With Baby Diaper Service, you are able to cloth diaper your baby and enjoy all the benefits...it's healthier for your baby, better for our environment, affordable, convenient, and oh so cute! No Rinsing, No Pins! Let us do the Dirty Work!

Baby Diaper Service provides you with fresh, clean, natural cotton diapers that we launder and maintain. The diapers are rented on a weekly basis. Once a week, we come to your door, or a convenient location, to pick up the soiled diapers and leave fresh ones for your baby. You do not have to be home to receive your delivery. We come on the same day of the week every week.

Getting Started:

Your First Deliveries: When you become a Baby Diaper Service customer, we begin by delivering a diaper pail and your first week's delivery of diapers. If your baby has not yet arrived, we would like this delivery to be 2-4 weeks prior to your due date so that you have everything in your home before baby arrives. Your second week of service will begin when you call us to tell us that baby has arrived, or 6 weeks after the first delivery if we don't hear from you. When you call to let us know that you are ready for your next delivery, please call 2 or more business days in advance.

Cloth Diaper Quantity: We ensure that you have a certain number of diapers available to you every week, according to your needs. This number is a multiple of 10, and we call this your "contract level". On your first and second deliveries you will receive your full contract level in diapers. Thereafter, your deliveries will be on a rotation system. The number of diapers you return to us one week will be delivered to you the next, up to your contract level.

If you have an abundance of clean diapers each week, or you are running out of diapers prior to your delivery day each week, please let us know. Your contract level can be changed at any time. Please let us know about the change at least 2 business days before your delivery.

Cloth Diaper Sizes – From Birth to Potty Training: We have 6 different sizes of diapers, as well as training pants. Please call us anytime if you are having leaking or fitting issues, as it might be time for a change in size. We are here to help you make these important decisions and adjustments! We also offer training pants for toddlers who are ready to complete their potty training process.

Cloth Diaper Delivery & Pick Up: Every week, your diapers are delivered in a plastic bag with the name of your account written on the side. Use this bag to line your diaper pail, and simply put the soiled diapers into the lined pail. On your delivery day, or the night before if you have an early delivery, leave out the bag of soiled diapers. If you need to use a bag other than the one we provide, please be sure the bag is labeled with your name. You may arrange with your driver a place other than your front door for your service.

If you forget to set out the soiled diapers, you may either bring them to our facility or make sure to set them out the next week. We cannot make a delivery if soiled diapers have not been picked up two weeks in a row. Please do not allow soiled diapers to sit as long as 3 weeks or they could be ruined. We charge \$3 per ruined diaper. Special deliveries or pick-ups can be arranged for a fee of \$15.00.

Cloth Diaper Accessories: Good cloth diaper wraps are key to successful cloth diapering. You need good quality cloth diaper wraps that fit correctly. We can help with this! We carry many of the highest quality brands, in a variety of sizes, colors and patterns. We also carry liners and adorable leg warmers to make cloth diapering easy, cute and fun! Check out our store on our website to see all of the products we offer: www.babydiaperservice.net.

Your Pail: We provide a pail for you to use while you are our customer, free of charge. If you ever have a problem with your pail, we will be happy to replace it. We also provide deodorizing disks for use in this pail, once every four weeks. This will either be in your delivery bag, or attached to your bill. Additional deodorizers may be purchased.

Payment Information:

First 4 Weeks and Set Up Fee are Non Refundable: The set-up fee and first 4 weeks of your service are non-refundable, even if you use less than the full 4 weeks. Baby Diaper Service is a rental service, and the minimum period of service is 4 weeks.

Payment Options: We bill every four weeks, not monthly. Service is payable in advance. You can leave a check for your driver to pick up with your soiled diapers, or you may mail a check to our office. You can pay by VISA or MasterCard by calling our office or making a payment on our website. If you pay with a card, we can set up automatic payments so you can avoid paper billing. There is a \$25.00 charge for all returned checks and a \$10.00 monthly late fee for past due accounts.

Gift Certificates: Gift Certificates make great shower gifts! If you would like your friends and family to purchase gift certificates for your diaper service, please call us to set up your account. This makes it easy for us to apply the gift certificate amounts to your account. Gift Certificates must be applied to your account within one year of purchase. Gift Certificate amounts do not expire for your personal use once applied to your account. Gift Certificate amounts can be transferred to another customer within one year of purchase date. There are no refunds for gift certificates.

Once Gift Certificates are Redeemed: When your gift certificate amount has been used in full towards service we will automatically continue your service and begin billing you for your service. This avoids interruption of service. We will bill you one week prior to when your gift certificate amount is used in full. If you cancel your service at least 7 days prior to your next delivery, and if we receive the pail and all diapers, there will be no charge for further service. Simply call us at any time if you would like to know when your prepaid service ends, and when regular billing begins.

Prices for Service: Our current prices can be found online, or by calling us. The three sizes of diapers that fit most babies through the first year are all priced at the same rate per 10 diapers. Larger and more absorbent diapers for toddlers cost a bit more for the same quantities. Your contract level for diaper service must be in a multiple of 10. Training pants are priced differently – for these we charge per each pant. All charges for service are on a weekly basis, and cannot be pro-rated.

Changes to Your Service:

Vacations: Please call us at least 2 business days in advance of your delivery day to schedule a break in service. In order to avoid paying for weeks of service that you do not use, we need to pick up all of the diapers in your home, as we do charge every week in which you have diapers. We will advise you to leave out all of the Baby Diaper Service diapers you have in your home, both clean and soiled, for your regular delivery day. When you are ready to resume service, we will deliver a fresh, clean bundle of cloth diapers!

Moving: Please call us at least 7 days in advance before your move. If you are moving within our service area, we will need to schedule your new address into our routes. This could result in a NEW DAY OF DELIVERY for you, so please give us plenty of notice to avoid interruption of your service.

Holiday Schedules: We may adjust delivery schedules based on holidays. If your delivery day will be impacted due to a holiday, we will notify you in advance with a note inside your delivery bag. If you do not hear from us, this means we will be there regardless of the holiday.

Discontinue Service: Once your baby is potty trained, if you move out of our service area, or at any time you choose to cancel your service, please notify our office 7 days in advance of your cancellation date. To avoid future rental charges, you must return all diapers and training pants and the diaper pail when you cancel service. You will be charged \$3.00 per diaper or training pant that is damaged or unreturned and \$25.00 for an unreturned or damaged diaper pail.