

BEAR BOTTOMS TERMS OF SERVICE

Thank you for choosing Bear Bottoms! We strive to offer the best possible service and products to all of our clients. We hope you are extremely happy with Bear Bottoms Diaper Service and will fondly remember your cloth diaper experience for years to come. Please don't hesitate to call or email us with any questions or concerns you may have. We are always here to help!

We offer a flat fee service; this means the price stays the same regardless of the size and quantity (within reason), per child, based on age and size. Our service includes the rental, pick-up, delivery and washing of Buddi™ Diapers. We do not wash any other diapers except those provided with the service. Most babies will use up to 80 - 90 diapers per week at birth and drop down to about 60 - 70 in a few months. If your usage is well above average for an extended time you could be charged extra. We will contact you to discuss if this is ever an issue. Parents with two or more children using our service receive a 25% discount off the total price before tax. This discount is eliminated should only one continue to use the service. There is a one-time, non-refundable rental fee for our diaper pail of \$20.00, tax included.

If extra diapers are required prior to your next regular scheduled delivery day, please notify us immediately. We do not want you to run out. Please note, if we need to do a delivery on a day other than your regular schedule delivery day, you will be charged between \$5.00 - \$10.00 depending on your location. You will not be charged this fee if the reason you are short on diapers is because of an error on our end.

Bear Bottoms does deliver on most statutory holidays, you will be notified if we do need to change your delivery. It is your responsibility to notify us if you will be absent for your delivery or pick up. Please only count the number of clean diapers/soakers left in your nursery when you put your bag out. **It is mandatory that tags are filled out each week with the number of CLEAN diapers and soakers in your home that week.** This helps us keep an accurate account of diapers in your service. If a soiled bag is present on your delivery day and a tag is not filled in for 2 weeks in a row, we cannot leave clean diapers and it is assumed that you will not need any more diapers. It is now your responsibility to retrieve your clean diapers for the week. Returned diapers are counted at our plant. This count is recorded and variances calculated. Quantity will change to reflect number used minus quantity left. You will be notified of any discrepancy after each change of size. At that time you will need to make sure all diapers, clean and dirty, are returned. Please remember to include any diapers left at daycare, family and friends, and in your diaper bag. You could be charged \$10 each to replace missing or destroyed diapers.

If you accidentally put one of your purchased covers or wraps in with your soiled diapers, please notify us immediately, so we can try to remove them before our washing process. We cannot guarantee that they will be found or their condition after washing. We do not replace ruined covers. Please do not throw anything into the diapers bag other than soiled diapers, soakers and wipes. This includes disposable wipes, disposable diapers, clothing etc. DO NOT wash, rinse, or soak our diapers, as many chemicals and "natural" sprays or household deodorizers can destroy them.

Please do not use Desitin Diaper Cream or any cream with dyes, calamine or fish oils. Most zinc-based, fragrance-free creams, plus natural and synthetic oils are fine. Please do not hesitate to call or email our office with any questions you may have regarding barrier creams and their use with cloth diapers.

Regarding vacation time: You are welcome to take our diapers with you, if possible. We can give you a double order, if you will be away for your next pick-up. Dirty diapers can only be out for up to two weeks, or three weeks if using flushable liners. Please consider this when planning your vacations. You can also pause your service. However, we will only give credit as long as you have no diapers and/or soakers in your possession. If you still have diapers/soakers in your possession, we will have to continue to charge you for those weeks, as our inventory is then tied up. This is still convenient to some who will be away for part of the week and want diapers available to them when they return. Please call the office with any known vacation dates. *Credit will only be given for vacations provided we are notified at least one week beforehand. Please note, your delivery date cannot be changed. Please notify us of your holidays, by regular delivery dates. Service cannot be paused for more than five consecutive weeks. Vacation credit is given AFTER you return, on your next billing cycle and can only be applied against service. Because of this you may be charged while you are away. If you do not return after your holidays to our service, you will not get credit for your holidays.

On your delivery day, we ask that the bag of soiled diapers be placed outside by 8am, or as discussed with our staff. What if your diapers are not outside when our driver comes by? We will still leave you clean diapers, unless your diapers were not out the previous week, and we have not been contacted. In this case, you are responsible for picking up your clean supply for the week, dropping of the soiled ones. Please call our office immediately if you realize that you've missed the pick-up, in case the delivery truck is still in your area. If we can't come back that day, please put your dirty bag into a tightly closed garbage bag and keep in a cool, dry spot, so rodents and insects cannot get in and we will pick-up two bags the following week.

Our diapers are washed in state-of-the-art commercial grade machines, using our 12-step washing process with sanitizing at 180 degrees. We go to great efforts to make sure that our diapers are washed and sanitized for even the most sensitive skin. Our diapers are tested per load in house, and random laboratory tested regularly.

If using cloth diapers, washed in a commercial laundry facility, with green washing chemicals (as with Bear Bottoms service) skin reactions are extremely rare. Because of this, any skin reactions are most likely due to sensitivity to changes in baby's chemical balance. Examples: teething, food allergies, diarrhoea etc. Please contact us with any questions or concerns, and we will work with you to develop proper cloth diapering technique. However, we are not doctors and any rash should be seen by a registered physician. We are not responsible for any and all reactions to our diapers, covers, soakers, or any other Bear Bottoms product or Buddi™ Accessories. Please use only doctor and pharmacist recommended creams and salves.

A minimum of four weeks of service is required. If you have had a delivery (including a pre-birth packaged), you have agreed to pay for your service. Payment is made in advance, and there are NO cash or credit card refunds or transfers for pre-paid service. Your payment date will start the day your service begins. Credit card payments are debited every four weeks. For pre-authorized payment, your bank account will be debited monthly on the 1st or 15th, with payments tallied for the 26th to the 25th, or the 13th - the 12th respectively, but the amounts will vary slightly depending on the number of days in each month. Regardless of the pay method chosen, the amount charged for service is the same. If you do not have sufficient funds to cover a payment, notify us to arrange your payment in time for your next delivery date. NSF payments will automatically be charged \$42.50 plus HST, and we will contact you to arrange ulterior payment. We reserve the right to charge an additional \$20.00 pick-up and restocking fee if your account is not rectified before your next delivery date. Please advise us of any change to credit card number or expiry dates, or any other payment changes before your next billing cycle. We are always here to help, please call us to discuss payment arrangements if your account is in arrears. Service can be cancelled by calling or emailing our office. We require notice at least one week before your billing due date. For this reason, you should cancel at the end of a billing cycle to avoid being charged an additional month's service. Again, there is no refund for pre-paid service.

Buddi™ accessories (except sanitary products, diapers and soakers) can be exchanged within five days of purchase provided it is returned unused and in its original condition. We do not offer refunds on any of our products. Please contact the manufacturer directly (Bummis, Mother ease etc.) if your cover is defective. Their replacement, exchange policies are excellent.

A fuel surcharge is currently charged to all customers. The current fee is \$1.05 to \$2.30 per week, tax included. We reserve the right to implement a higher fuel surcharge should the price of fuel/propane increase dramatically. We reserve the right to change or modify these disclaimers at any time. We are not responsible for any misunderstandings or misinterpretations of the above disclaimer.

Thank you for choosing Bear Bottoms Diaper Service
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