

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 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. Some use more, some use less. Parents with 2 or more children using our service, receive a 25% discount off 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, tax included. Please watch your dvd (included with initial delivery) for diaper pail use.

If extra diapers are required prior to your next delivery, please notify us immediately. We do not want you to run out. Extra diapers will be delivered within 24 hours, in immediate service area on regular business days. Please note, you could be charged a mid-week delivery charge of \$5.00, unless this is found to be a packing or driver error. Extended area clients will always be given extra diapers, so this shouldn't happen. Contact us if you are out anyway, if our count of soiled diapers returned shows you had no clean diapers in your home on delivery (night or day diapers), we will then credit your average use to give us the days you were without. Bear Bottoms does not deliver on statutory holidays, your delivery day will be moved to accommodate the holiday. You will be notified the week before of your new day. It is your responsibility to notify us if you will be absent for your delivery or pickup. 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 every week.** This helps us keep an accurate account of diapers in your service. If a soiled bag is present on your scheduled delivery day and a tag is not filled in, we cannot leave clean diapers and it is assumed that you will not need anymore 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 in our computer and variances calculated. Quantity will change to reflect number used minus quantity left. You will be notified of any discrepancies after each change in size. At that time you will need to make sure all diapers clean and dirty are returned. Please remember diapers left at daycare, family and friends, and your diaper bag.

If you accidentally put one of your purchased covers or wraps in with your soiled diapers, please call 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 don't throw anything in the diaper 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 as well as "natural" sprays or household deodorizers can destroy them. Any missing or destroyed diapers could be charged to you at up to \$16.00 each for replacement. Please do not use Desitin Diaper cream or any cream with dyes, calamine or fish oils. Most zinc-based, fragrance free creams, plus oils natural or synthetic 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 also 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. 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 tied up. This is still convenient for some who will be away for part of the week and want diapers available when they return. When you know the dates of your vacation please call our office. Credit will be given for the weeks you are on vacation, as long as we are notified at least 2 weeks beforehand. Please note, your delivery date cannot be changed. Please notify us of vacations, by your regular delivery dates. Service cannot be paused for more than 5 consecutive weeks. Credit is given for vacations AFTER your return, on your next billing cycle

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 soiled diapers are not outside when our driver comes by? The best solution to this is to get in the habit of putting your diapers out the night before. But it still happens, and our drivers will knock first to see if you are at home, 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, and dropping off the soiled diapers. Please call our office immediately, as the van might still be in your area.

Our diapers are washed in state-of-the-art commercial grade machines, using our 12-step washing process with sanitizing. We go to great efforts to make sure our diapers are washed clean and sanitized, for even the most sensitive skin. Our diapers are laboratory tested regularly. Cloth diapers, washed clean with no residue, as with Bear Bottoms service, should have no skin reactions. Because of this, any skin reactions are most likely due to sensitivity to changes in chemical balance. Examples: Teething, food allergies, diarrhea etc. 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 doctor. We are not responsible for any and all reactions to our diapers, covers, soakers and any other Bear Bottoms products or Buddi™ Accessories. Please use only doctor and pharmacist recommended creams and salves.

We require a minimum of 4 weeks of service. If you have had a delivery (including pre-birth) you have agreed to pay for service. You always pay in advance and there is NO credit card refunds, cash refunds or transfers for pre-paid service. Your payment date starts when your service starts. Your account will be debited every for weeks for credit cards or on the 15th of each month for pre-auth. Pre-authorized payments are tallied from the day started to the 12th of the following month, Because of this; your first payment could be more. Example: Baby born of the 21st, you would be billed from the 21st to the 12th and again from the 13th to the 12th of the next month. The pre-authorized payment will vary slightly up or down based on the number of days in any given month, since your rate is daily rather than weekly. Payment is exactly the same whichever payment method chosen. If you do not have sufficient funds please notify us to arrange your payment in time for your next delivery. If your payment is NSF, we will contact you to arrange superior payment. You will automatically be charged \$30 per NSF. Plus you could also be charged a pick-up charge and restocking fee of \$20 if your account is not rectified before your next delivery. Also, please notify us of renewed credit card numbers or any other payment changes. We are always here to help, please contact to discuss payment arrangements if your account is in arrears. Service can be cancelled by phoning or emailing our office. You should cancel at the end of a billing period, as you could be charged up to a full month of service. Again, there are no refunds for prepaid service. Buddi™ Accessories (except sanitary products diapers, soakers, covers) can be exchanged with 5 days of purchase as long as product is returned unused and in original condition. Sorry, we do not offer refunds on any of our products. A fuel surcharge is currently charged to all customers. The current fee is \$1.05 - \$2.30 per week, tax included. We reserve the right to implement a higher fuel surcharge to customers should the price of fuel increase drastically. However, our delivery vans are powered by propane, so fluctuations are not usually as drastic. We reserved the right to change or modify these disclaimers at any time. We are not responsible for any misunderstandings or interpretations of the above disclaimers.

Thank You for Choosing Bear Bottoms Diaper Service!
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