

# GREEN LIL' BUMS TERMS & CONDITIONS

- \* When you are ready to sign-up for service with Green Lil' Bums, it is time to schedule a date for your orientation. During your brief orientation appointment, a representative will drop off your first rotation of cloth diapers and any accessories you have ordered. Diaper service price includes the rental, cleaning, & delivery of cloth diapers & pail liner.
- \* Green Lil' Bums will collect payment for your first month of service during the orientation. The one time start-up fee and the first month of service are non-refundable.
- \* Orientation for expecting parents is generally 1-3 weeks before your due date. After your orientation appointment, hang on to your cloth diapers until your child is born and then begin using them normally. Give Green Lil' Bums a call or e-mail after your baby is born and we will activate your service and begin drop-off/pick-up on your designated delivery day.
- \* You have six weeks from the day your cloth diapers are delivered during your orientation to start or cancel your service. Upon the completion of the six weeks, invoices will automatically be generated and payment will be expected until service is cancelled.
- \* If your child has already arrived, you may begin using the cloth diapers immediately following your orientation appointment and drop-off/pick-up will begin on your designated delivery day.

**Green Lil' Bums automatically assigns a delivery day by location. Customers may not choose a specific delivery day.**

## Delivery Policies

- \* Have your cloth diapers out by 8:00am on your delivery day. Delivery will be no later than 6:00pm.
- \* Try to find a spot that is shaded or otherwise protected from the elements. If this is not possible, just be sure that the bag is 100% zipped up. During periods of bad weather the cloth diapers can be ruined if left open, and during the summer they can get other visitors.
- \* Green Lil' Bums is **not** responsible for your diapers after they are delivered to your house.
- \* Please do not leave cloth diapers (clean or dirty) outside overnight and always keep the bag fully zipped when outside on delivery day.
- \* Damaged cloth diapers will be charged to your account @ \$2.50 per cloth diaper.
- \* If your cloth diapers are not available for pick-up when we arrive, we will knock on your door to try and retrieve them. If nobody is home, we will be unable to leave your clean cloth diapers without picking up the dirty ones. We will leave a note on your door to let you know you missed your delivery.

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- \* We will contact you via e-mail you to let you know you missed your delivery, but it is your responsibility to contact Green Lil' Bums if you would like to schedule an alternate day for delivery service. The first missed delivery is on us. However, due to gas pricing and employee compensation, there will be a \$10.00 charge assessed if this reoccurs (and on every subsequent missed delivery).
- \* If you choose not to schedule an alternate day for pick-up and delivery service, let Green Lil' Bums know and your service can be paused and you will not be charged the additional weekly fee of \$10.00.
- \* For major holidays, we will let you know our schedule a week or two in advance. For example, if Christmas Day falls on your delivery day, we will probably make arrangements to pick-up your dirty diapers the following day.
- \* For inclement weather, you can assume we will be making our deliveries as usual unless you hear from us.
- \* All non-standard deliveries (i.e. not your delivery day) will incur a \$5.00 delivery charge.

## Changes in Service

- \* All changes in service must be made at least 3 days before your next scheduled delivery day. We cannot guarantee changes without at least 3 days' notice.
- \* If you are going on vacation or have a need to pause your service for any reason, you are free to do that at no charge. We are happy to put a pause on your service for the time you will be out of town with at least 3 days' notice.
- \* If notice to pause service is not given and your cloth diaper bag is already washed and packed for delivery, there will be a \$5.00 service charge.
- \* When your service is paused, you will not receive pick-up or drop-off service.
- \* You can receive Pick-up Only service at any time (with no drop-off of clean diapers) for any reason with at least 3 days' notice. There will be a \$15.00 pick-up and cleaning charge for this service.
- \* Babies grow quickly! If you are ready to change sizes, you can do that at any time with no charge. We will do our best to accommodate size changes, but we cannot guarantee available sizes without at least 3 days' notice.
- \* You are responsible for managing your service with Green Lil' Bums.

## Use and Care of Diapers

- \* Do not wash or rinse the cloth diapers yourself. Home laundering often leads to staining and can affect the absorbency of the cloth diapers. Any damage due to home laundering will be charged to your account at \$2.50 per cloth diaper.
- \* Do not use any diaper cream or substance that contains cod liver oil or zinc oxide as it stains the cloth diapers (i.e. Desitin). For a list of cloth friendly baby bottom creams, send us an e-mail and we will be happy to recommend some of our favorites.

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- \* If your cloth diapers are returned to us with stains from an unapproved diaper cream, we will e-mail you and let you know that your baby bottom cream is staining the cloth diapers. A \$5.00 deep cleaning charge will be assessed the second time this happens (and on all subsequent violations of this policy).
- \* Do not use any items rented from Green Lil' Bums for anything other than diapering your baby. We need to maintain the integrity of our cloth diapers.
- \* Damage from household cleaning products or inappropriate use will be charged to your account at \$2.50 per cloth diaper.
- \* When your baby starts eating solid food, the baby's waste will also become solid. As this happens, you are responsible for "dumping" the waste into the toilet before putting the dirty cloth diaper into the cloth diaper bag. There is no need to scrape, dunk, or swirl, but all solid waste must be "dumped" into the toilet.
- \* If we notice that you are forgetting to "dump" your baby's waste before storing your dirty cloth diapers, we will e-mail or call you to remind you of this policy. A \$5.00 deep cleaning charge will be assessed the second time this happens (and on all subsequent violations of this policy).
  
- \* *Green Lil' Bums diaper delivery service is not to be held liable for any medical conditions what so ever that your baby may experience while you are using our cloth diapers.*

## Paying for Service

- \* Payment for the first month of service will be collected during your orientation. The first month's service is non-refundable.
- \* If pre-paying for 6 or 12 months, the first 3 months are non-refundable regardless of cancellation date.
- \* Following your first month of service, you will be charged weekly and invoiced monthly.
- \* Invoices will be sent out via e-mail on the first of every month (or the following business day if the first of the month falls on a weekend).
- \* Account balances must be paid in full by the 10<sup>th</sup> of every month.
- \* To pay your account balance you have two options:  
Credit Card – enter your credit card information and your card will automatically be charged for your full balance each month  
Check – you may set up online bill pay through your bank or mail us personal checks (personal checks returned to Green Lil' Bums due to insufficient funds in the customer's account are subject to a \$35.00 service charge).

Mail checks payable to:

**Green Lil' Bums**

114 Indian Trail

Lake in the Hills, Ill. 60156

*\* Prices are subject to change without notice.*

#### Cancel Service

\* To cancel, please call or e-mail Green Lil' Bums with *at least one week's notice*.  
Less than one week's notice will result in a service charge for the following week.

\* **All rented items must be returned upon completion of service. Missing or damaged rental items will be charged to your account at \$2.50 per cloth diaper.**

Each customer is asked to sign a Diaper Rental Agreement to ensure the cloth diapers are returned. There is a rental charge, plus the replacement cost charge of cloth diapers if customer fails to comply with policy.

\* **Final Customer Pick-Up will be on your next scheduled delivery day following your one week notice to cancel service.**

\* **Green Lil' Bums will pick-up all rented items on your Final Customer Pick-Up. There will be a \$15.00 pick-up and cleaning charge for this service.**