

## GETTING STARTED

- For customers paying online: Diaper Magic will collect payment for each week of diaper service prior to your delivery of diapers. Each payment is non-refundable.
- For customers paying on a week-to-week basis: A starting fee will be collected in addition to the cost of your first payment for services. This fee will only be waived for customers who choose to pay ahead for 6 (six) months or 12 (twelve) months of service.
- For customers paying ahead for 6 (six) months or 12 (twelve) months of service: Payment will be collected prior to your first delivery. Pay ahead plans are non-refundable.
- For customers paying in person: Diaper Magic will collect payment for your first 2 weeks of service at the time of your first delivery. This payment is non refundable. Upon completion of the first week of service, Diaper Magic will collect payment at each delivery for the following week of diaper services.
- First Delivery for expecting parents is 2 weeks before your due date (unless you are expecting multiples). Diaper Magic will either (1) collect payment online your starting fee plus first week of diaper services before delivery or (2) collect payment for your starting fee plus first 2 weeks of diaper services in person upon delivery. It is your responsibility to contact Diaper Magic to let us know your baby has arrived, and that you will begin use of your diaper rentals. Diaper Magic will activate your account once notified of your baby's arrival, and you will begin to incur weekly rental charges upon completion of your first week of diaper service.
- Upon the completion of the first week of service, invoices will automatically be generated and you will begin incurring rental charges for continuing to hold our inventory.
- If your child has already arrived when you receive your first delivery, your service will begin automatically the following week on your scheduled delivery day.
- Delivery days are automatically assigned by location. Customers may not choose a specific delivery day.
- Diaper Magic reserves the right to refuse service to customers outside of our service area. If special permission is granted to a customer outside of the service area, Diaper Magic will collect a fuel charge in addition to weekly service charges in the amount agreed upon on a case-by-case basis.

## DELIVERY POLICIES

- Have your diapers out by 8:00 am on your delivery day.
- Try to find a spot that is shaded or otherwise protected from the elements. Be sure that the bag is 100% closed. During periods of bad weather the diapers can be ruined if left open to the elements and during the summer they can attract bugs and animals which can also cause damage.
- The customer assumes all responsibility for the items once they are delivered. The customer is responsible for finding a safe place at their home to leave items and will be charged for any items lost or stolen.
- Do not leave diapers (clean or dirty) outside overnight and always keep the bag fully closed when outside on delivery day.

- Customer is responsible for damage due to moisture or insects.
- If your diapers are not available for pick-up when we arrive, we will knock on your door to try and retrieve them. If there is no answer, we will be unable to leave your clean diapers without picking up the dirty ones. A "Missed Delivery" notice will be left on your door indicating we arrived but were unable to locate your items.
- It is the customer's responsibility to contact us if you would like to schedule an alternate day for service. The first two missed deliveries are on us (everyone forgets now and then). We are happy to cover a couple of extra trips, however, due to gas pricing and employee compensation, there will be a \$10.00 charge assessed if this happens more than twice (and on every subsequent missed delivery).
- If you choose not to schedule an alternate day for pick-up and delivery service, your service can be paused. Applicable charges for renting/maintaining possession of Diaper Magic items will still apply (see "Vacation/Pause in Service" below for details of applicable charges).
- After the second missed delivery, a \$10.00 service charge will be applied to your account whether you choose to receive diaper service that week or not and will continue with each subsequent missed delivery. This service charge is in addition to applicable charges for renting/maintaining possession of Diaper Magic items (see "Vacation/Pause in Service" below for details of applicable charges).
- For major holidays, we will let you know our delivery schedule a week or two in advance.
- For inclement weather, you should assume we will be making our deliveries as usual unless you hear from us.
- If you need a special delivery on a day that is not your standard delivery day, we can arrange to do that with at least 2 days notice. If we deliver your diapers on a day that is not your regular delivery day, there will be a \$5.00 delivery fee included with your service that week.

## CHANGES IN SERVICE

- All changes in service must be made at least 24 hours before your next scheduled delivery day. We cannot guarantee changes without at least 24 hours notice.

## VACATION/PAUSE IN SERVICE

- If you are going on vacation and will miss your scheduled delivery day, please contact us at least one week in advance to discuss available options.
- We will arrange to come by and pick up all dirty items prior to your departure. Soiled diapers should never accumulate over a two week period. It breaks down the fibers and wears the cotton prematurely.
- We can arrange to drop off enough diapers for you to use during your vacation on the delivery day closest to your departure date if you plan to travel with cloth diapers.
- If you are going on vacation for longer than one week, please let us know. We will need to come by and pick-up ALL Diaper Magic items and hold delivery until the specified return date.

- Customers will be allowed four vacation pauses per year with no charges incurred.
- After the four yearly vacation pauses have been exhausted, customers will be charged a rental fee for the Diaper Magic items still in their possession while out of town, even if delivery/laundry service is not needed, unless all Diaper Magic items are returned prior to departure.
- The weekly rental fee will be based upon the items still in the customer's possession during the pause in service and is only a fraction of the cost of weekly service because delivery and laundry service is not required:
  - o Full-Time Cotton Prefolds (more than 35): \$8.00
  - o Part-Time Cotton Prefolds (35 or less): \$4.00
  - o Full-Time Diaper Covers: \$2.00
  - o Part-Time Diaper Covers: \$1.00
  - o Bamboo Wipes: \$2.00
- Weekly service will resume automatically on the next scheduled delivery date following a vacation pause.

## USE AND CARE OF DIAPERS

- Do not wash the diapers yourself. Home laundering often leads to staining and can affect the absorbency of the diapers. Any damage due to home laundering will be charged to your account.
- Do not use Desitin Regular, Vaseline, A&D Ointment or any other diaper cream that contains cod liver oil, high concentrations of zinc oxide or any petroleum based oils. These creams can negatively affect the absorbency of the diapers.
- If your diapers are returned to us with stains from an unapproved diaper cream, we will email you and let you know that your diaper cream is staining/affecting the 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 Diaper Magic for anything other than diapering. We need to maintain the integrity of our diapers as chemical-free products. Damage from household cleaning products or inappropriate use will be charged to your account.
- When your baby starts eating solid food, the waste will also become solid. As this happens, you are responsible for “flipping” the waste into the toilet before putting the dirty diaper into the diaper bag in order to avoid odor. You do not need to dunk, scrape, swish, or swirl the diaper in the toilet.
- It is the responsibility of the customer to make sure all items being rented from Diaper Magic are returned in good condition and that ALL items are returned at the end of service.
- Loss of or damage to Diaper Magic items due (but not limited) to inappropriate use, home laundering, moisture, insects, or theft will be automatically charged to the customer's account using the following fee schedule:
  - o \$2.00 per diaper
  - o \$2.00 per bamboo wipe

- o \$10.00 per rented diaper cover
- o \$20.00 per pail liner
- o \$6.00 per wet bag
- o \$3.00 per Snappi fastener
- We keep track of all items that are sent to and received from each customer each week. You are responsible for returning ALL items at the end of your service. If items are missing after your Final Pick Up, you will be responsible returning the items to us or charged (using the above listed fee schedule) to replace them.

## PAYING FOR SERVICE

- Payment for your starting fee plus first delivery will be collected prior to or upon receiving your initial set of diapers. This payment is non-refundable regardless of cancellation date.
- After your baby is born and your weekly service is activated, your account will be charged each week that you receive service and/or maintain possession of rented items from Diaper Magic.
- Diaper Magic will bill customers weekly. Customers paying online can expect saved credit cards to be charged the day prior to your scheduled delivery day, prior to receiving your items. Paid service will not be refunded.
- Please do not leave payment out with your diapers. Our delivery drivers can only accept payment from you in-person, and will not leave a delivery for unpaid services.
- To pay your account balance you have two options:
  1. Credit/Debit Card (strongly recommended)– upon receiving your invoice, enter your card information and click the checkbox to authorize Diaper Magic to save your card information for future payments. Your card will automatically be charged for your order total the day before your scheduled delivery day
  2. Check – you may pay by check upon receipt of your delivery. Make checks payable to Diaper Magic
- Personal checks returned to Diaper Magic due to insufficient funds in the customer's account are subject to a \$30.00 service charge.
- Account must be kept up to date in order to avoid service interruptions.
- Prices are subject to change without notice.
- Orders for products only (no services) will be shipped via mail. Orders may only be placed within the continental United States. Diaper Magic will not fill an order placed from outside of our geographical shipping limits.

## CANCEL SERVICE

- To cancel, please call or e-mail with at least 24 hours notice. Less than 24 hours 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:

- o \$2.00 per diaper
- o \$2.00 per bamboo wipe
- o \$10.00 per rented diaper cover
- o \$20.00 per pail liner
- o \$6.00 per wet bag
- o \$3.00 per Snappi fastener
- Final Customer Pick-Up will be on your next scheduled delivery day following your one week notice to cancel service.
- Diaper Magic will pick-up all rented items on your Final Customer Pick-Up.
- To simplify your bill, Diaper Magic allocates the cost of each subscription skin care product evenly over a 4 week period (ex. \$8.00 + tax Diaper Cream is charged to your invoice as \$2.00 + tax each week for 4 weeks.) If you cancel services before a subscription item is fully paid for, the remaining amount of its price will be charged to your final invoice.
- Once your account is reconciled and it is confirmed that all rented items have been returned, you will receive your final invoice and the full account balance will be due upon receipt.

## RETURNS, REFUNDS, OR EXCHANGES

### DIAPER SERVICE

- Before or upon receipt of each set of diapers, we will collect payment for one week of service. If you choose to pay in person, we will collect payment for each week of service one week in advance (payment for the first 2 weeks of service is due upon the first delivery to customers paying in person). Each payment is non-refundable. You may cancel at any time.

### RETURNS/EXCHANGES OF RETAIL ITEMS

- Skin care products that are new, unopened, and still in original packaging can be returned within 30 days of purchase for a full refund or store credit. Items must be in 100% original condition and packaging.
- If you need to return an item, please contact us at 919-679-2374 or [info@diapermagic.com](mailto:info@diapermagic.com) and advise us of the reason for your return. We will let you know if your item is eligible for a return or exchange. The reason for the return does not guarantee a refund, we simply want to know if there was a defect, an error on our part, or any other general comment that would help us improve our product offerings.

### GIFT CERTIFICATES

- Diaper Magic does not offer refunds on gift certificates. Using a diaper service is a commitment, and should not be gifted as a surprise. We recommend making sure that a recipient is interested in Diaper Magic services before purchasing a non-refundable gift certificate.
- Lost, stolen, or damaged Diaper Magic gift certificates will not be replaced and the value will not be returned.
- There is no expiration date on Diaper Magic gift certificates.

- There are no fees associated with Diaper Magic gift certificates.

#### PRODUCT DISCLAIMER

In no event shall Diaper Magic be liable for any direct, indirect, punitive, incidental, special, or consequential damages whatsoever arising out of or connected with the use or misuse of any product purchased herein. You agree and acknowledge that any product purchased should be used at your own risk and you should assess the risks individual to your child before purchasing any product or using any product with or on your child. You agree that in the event that Diaper Magic is deemed liable for any harm caused, the amount which it shall be liable to you shall be limited to the cost of the product. Before treating your child with any product purchased herein, you should consult a pediatrician. You agree and acknowledge that nothing sold on this site should be used to replace a pediatrician's professional treatments of your child and should be merely used as a supplement in the event that such product is recommended for a particular reason by your pediatrician after evaluating your child's condition. The products sold herein are not meant to diagnose, treat, cure, or prevent any condition that may befall your child. You assume all liability for the treatment of your child.

Diaper Magic reserved the right to edit and otherwise alter their Terms and Conditions at any time and will notify current customers is any changes via the email address currently on file should any changes occur.