

Welcome to **HAPPY NAPPY** Diaper Service. Please call our office any time for helpful hints or to make a change in your service 780. 980 4040

Pre-birth and Delivery

If you had diapers delivered before your baby's birth, remember to call and activate your service as soon as you come home with your baby. For billing purposes, your service will begin on your regular delivery day.

Diaper Container and Deodorants

A new diaper container equipped with a deodorant disc can be provided with your first delivery. Line your container with the bag used to deliver your diapers.

Deliver days and Times

Your delivery day and time is determined by your geographic location. Under normal circumstances your driver will be at your home at approximately the same time each delivery day.

Missed Pickup

If you forgot to leave out soiled diapers, your driver still leaves your clean bundle for you. We will automatically schedule loaner diapers to be delivered next week. The driver will need to pick up 2 weeks worth of soiled diapers in order to leave the loaners.

Making Changes to your Service

In order for us to make adjustments to your service in time for your next delivery, it is best if you call the office by the delivery date prior to the change. Most adjustments can be made within this period of time. For the most personal service, note the name of the customer service representative who assists you. She will be happy to assist you in the future if you ask for her when you call.

Not Enough/too many diapers

If you are running out of diapers before your delivery day, please call our office to increase your inventory. If you have more diapers than you need, please call to reduce your inventory. Remember, you are charged for your full inventory, not the amount of diapers you actually use.

Diaper Size and Styles

Most newborn babies beginning our service start with a newborn size diaper. When the fit gets "snug", just call our office and we will explain the options available in the larger sizes.

Billing

Diaper service is billed and payable in advance on the 1st and 15th of each month. Your billing cycle begins the first day our driver comes to pick up your diapers. We offer a 5% discount for advance payment of 12 weeks or a 10% discount for advance payment of 24 weeks. We also offer our refer a friend discount. It is for every person that you refer to our service and signs up you will receive a free week. You can use these discounts at any time and as many times as you wish.

Moving and Vacations

If you are moving within our service area, we would like to continue service at your new residence without interruption. So that we can best meet your needs in the moving process, please call our office at least one week prior to your move. If you are going on an extended vacation, please call our office at least 1 week in advance of your departure to inform us of your schedule. If you will not be using service diapers, your account will be credited for this period.

Holiday

We will deliver as usual on every holiday except Thanksgiving Christmas and New Year's Day. If your delivery day falls on one of these days you will be notified in advance of the special holiday delivery schedule.

Gift Certificates and Referrals

Diaper service is a great gift. We can provide you with an attractive gift certificate and all delivery arrangements can be made by phone. Please inform the recipient, however, that unless they notify us their service will continue when the gift has expired and the recipient will be responsible for further billings. Customers using Happy Nappy Diaper Service will receive one free week of service when someone they have referred starts using our service.

Our promises and Guarantee:

If you have used our service since birth and your baby is not potty trained in 30 months, we will give you free service till your baby is toilet trained.

