



Terms and Conditions

By using our cloth diaper service, you agree to the following terms and conditions:

Starting Service:

To start service, there is a 4 week initial minimum service charge plus a one-time \$70.00 start-up fee required for all new customers. This payment is due in full on or before the first delivery. These payments are both non-refundable. \$25 may be refunded at the end of service if the diaper pail, undamaged diapers, and wet bag are returned in good condition. Green Cheeks, LLC requires credit card information to be provided for all new accounts.

Service:

Customers with accounts in good standing will receive one week's supply of prefold service quality unbleached organic cotton diapers, delivered in a cloth pail liner. Diapers will be delivered each week to replace the number of soiled diapers left the previous week for pick-up. As your child grows and is ready for a larger diaper, all current diapers must be returned in order to receive a full supply of the next size. The start-up kit includes a small wet bag for travel away from home, and wet bags are available for sale as well.

Account Status and Payment Terms:

A billing cycle consists of one month. Payment for the next billing cycle is due on or before the first day of the next billing cycle. Statements shall be mailed prior to the expiration of the current billing cycle.

The charge for a billing cycle considers the number of delivery days in the month, and the number of diapers delivered.

Payments can be made by check, cash or PayPal. There is a \$35.00 fee for all return checks. Automatic recurring charges to your debit card every four weeks are also available.

If Green Cheeks, LLC determines that a diaper must be removed from service because it contains paint, chemicals or stains from any use or misuse or abuse, or if otherwise damaged, a \$2.00 per diaper replacement fee (\$3 per toddler size diaper) shall be added to the statement. You understand that medications and diaper rash creams can cause staining.

There is a \$100 minimum for Pay Pal unless you agree to pay the Pay Pal fees. A \$2.00 per diaper charge (\$3 per toddler size diaper) will be added to your next month's bill for each unreturned or damaged diaper. Diapers are the property of Green Cheeks, LLC.

Non-Payment - If full payment is not received prior to its due date, service, at Green Cheeks, LLC sole option, will either be suspended or terminated.

Delivery:

Green Cheeks, LLC's goal is to conserve resources while also meeting our customers' needs. Delivery days are determined by routes which are established by Green Cheeks, LLC who can change the delivery date when necessary. Advanced notices will be provided for changes in the usual delivery schedule, not caused by conditions outside the control of Green Cheeks, LLC. On your assigned delivery day, please place the pail liner of soiled diapers outside your residence in an easily accessible place out of direct sunlight by 11 am. If you prefer, set out the entire pail and our driver will remove the liner full of soiled diapers. In the summer months, pick-up and deliveries may take place early in the mornings or in the evening to prevent the diapers from baking in the sun all day.

Missed Deliveries: Deliveries occur one day a week. Soiled diapers must be set out for pick-up on your scheduled pick-up date. An email reminder for all customers shall be sent if requested by customer at the time service is set-up. Every missed delivery caused by failure to place the diapers for pick-up will result in a \$5 charge.

Deliveries are subject to delays caused by severe weather. Green Cheeks, LLC will make reasonable efforts to deliver diapers on the assigned day. Where feasible, notices will be provided regarding changes in delivery schedules due to severe weather. You will be made aware of any changes to delivery days and times due to other reasons in advance when feasible.

Vacation:

If you are leaving on vacation, please contact us two weeks in advance to discuss available options. At the time of notice, we will make arrangements to pick up all dirty diapers before you leave so they do not sit while you are gone. If you wish to suspend service while you are gone, two weeks' notice is required to receive a credit for vacation weeks. We are also happy to work with you to be sure you have enough diapers if you are choosing to use cloth on your trip. Should you have to leave town unexpectedly and may miss your next pickup, please leave your dirty diapers out before leaving and notify us as soon as possible.

Proper Diaper Use:

Green Cheeks, LLC's diapers are to be used on human babies only.

Diapers shall not be used on any other surface or for any non-baby related use.

Please notify us if you use medications or diaper rash creams on your child. Also, please check our website for diaper creams that have been recommended by other organizations.

Do not store soiled diapers in the heat (example: outside or in a garage during the summer) or in direct sunlight. This will cause unpleasant things to grow and may damage the diapers.

Do not rinse soiled diapers. In fact, this can cause mold or mildew.

Please remove solid waste off soiled diapers when possible to help mitigate lingering odors.

Do not store soiled diapers in plastic. This causes mold and mildew.

Lost and Found:

Please keep all personal items out of the pail liners. Green Cheeks, LLC is not responsible for any lost items left in the soiled diaper bag. Please call us to report any missing items. If found, we will gladly return found items on your next scheduled delivery date.

Termination of Service, Refunds and Credit Card Authorization:

Customers may cancel at any time after the initial 4 week contract. Two weeks notice is required for termination of services. Refunds will be disbursed within 30 days after the return of all rented equipment. No refunds will be provided on services already rendered. If a customer cancels in the middle of a paid month, a prorated amount will be provided, minus any fees for additional pick-ups. Customers who cancel after the weekly delivery will be charged for that week. Upon termination of service, customers have 2 weeks to return all rented diapers and equipment. Failure to do so will result in replacement charges for all missing items. The replacement charge for unreturned diapers is \$2.00 each (\$3 for toddler size diapers). There is no prorating on unreturned diapers. Green Cheeks, LLC reserves the right to determine refunds not explained in this agreement on a case by case basis.

You specifically authorize Green Cheeks, LLC to charge your credit card for the full amount of any unreturned and/or damaged items.

Green Cheeks, LLC reserves the right to terminate this service agreement at anytime.

Customer Satisfaction and Limitations:

Green Cheeks, LLC strives to meet the satisfaction of all customers. We welcome all comments and questions, and will attempt to remedy any situations brought to our attention. You can reach us by calling us at 412-818-7185 or by e-mail at greencheeksdiaapers@gmail.com.

Limitation of Liability

All diapers are washed to ensure cleanliness and a quality product for your child. Green Cheeks, LLC welcomes and encourages any inquires about our washing process, including the products used. We also encourage open communication about your child's allergies.

You agree that only this document defines the terms of our relationship, and that each of the terms and conditions can stand alone, so that if one is removed by a legal process, the others remain in force.

GREEN CHEEKS, LLC SHALL NOT BE LIABLE FOR ANY HARM CAUSED BY USE OF ANY OF OUR PRODUCTS. THIS INCLUDES, BUT IS NOT LIMITED TO ADVERSE REACTIONS, ALLERGIC REACTION, OR ANY OTHER PERSONAL INJURY WHATSOEVER. GREEN CHEEKS, LLC SHALL NOT BE LIABLE FOR ANY DIRECT DAMAGES, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, OTHER THAN RETURN OF ANY AMOUNT PAID FOR THE THEN CURRENT BILLING CYCLE.