



Frequently Asked Questions

Congratulations! You have just made THE BEST decision in diapering for your baby (and for our planet)! You can take comfort in knowing that cloth diapering is the best choice for your baby in terms of health and comfort. Most importantly, your decision to not use disposables conserves our natural resources and positively impacts the environment tremendously!

What am I getting with Eco-Baby Diaper Service?

With Eco-Baby, you are not just getting cloth diapers. You are purchasing a service. You receive on-call care around the clock. We work 7 days a week to handle any diaper emergencies that may arise. And they DO arise! You are also receiving weekly pick-up, cleaning, and delivery of your diapers and any other diapering, mothering supplies that you may need right to your door.

How many diapers do I get? Why am I not getting 70 diapers EVERY week?

In your first two deliveries, you are receiving the first and second half of your total diaper rotation. After the second delivery, you will receive what you gave us as dirty the week before. Below is the chart for the amount of diapers you will have in each size. The weekly service price remains the same as you increase your diaper size.

- Preemie/small white – 140 diapers in rotation
- Newborn/green diapers- 140 diapers in rotation
- Regular/white diapers- 100 diapers in rotation
- Super absorbency/blue diapers- 80 in rotation
- Toddler diapers/green- 60 in rotation
- Training pants- 60 in rotation (or ½ cloth diapers, ½ training pants)

Do you rent newborn wraps?

Yes! Wrap Rentals (size Newborn & Small): \$15.00 (one time fee, unlimited use)

Receive 4 used diaper covers/wraps, 3 different styles, in the size newborn with the pre-birth set up and then 4(four) size small PRORAPS (1 style only) when your baby is ready. **Keep at home to launder.**

This is an inexpensive way to try different wraps and determine which style works best for you. When your baby outgrows the newborn size, they are traded in for 4 of the size small Proraps. Sizes medium and large will need to be purchased when your baby has outgrown the size small. (Note: If extra wraps are needed in addition to the 4 rentals, they would need to be purchased individually. We are unable to mix/match the wrap rentals.)

How many wraps/covers do you suggest we buy?

You should have at least 4-6 covers on hand (approx-\$9.50/ea). The more you have on hand the more convenient it is. When you purchase 5 or more the covers you receive a \$1.00 discount off each price.

Do the wraps/covers come in different sizes?

Yes! Our covers come in a variety of sizes:

- » Preemie - 2 to 6lbs
- » Newborn - 6 to 10lbs
- » Small - 9 to 14lbs
- » Medium - 13 to 25lbs
- » Large - 25 to 35lbs
- » X-large - 35 to 45lbs

When do I increase to a new diaper size?

As your baby grows, so do the diapers. If you are experiencing more leaking or blowouts, or you just can't seem to fit the diaper around your baby's belly anymore then it is time to bump up. There are 5 different sizes your baby can use.

Preemie (2-6lbs), newborn(6-14lbs), regular(12-22lbs), super(19-27lbs), toddler(25-35lbs), and training pants (whenever they are ready). **EMAIL US 2 BUSINESS DAYS** before your delivery day and we can change your order. We can also send a sample of the next size before you totally change your order.



What do get with my "set-up"?

You receive a diaper pail, diaper pail liners, Snappi is what is used now in place of pins. deliveries around the first of the month.

deodorant disc, and snappi fastener. The Your deo disc will be replaced during

Where do I place the deodorant disc?

The deodorant disc should be placed in the designated slot underneath the lid.

When are my diapers delivered and picked up?

Your service day is dictated by your home address. We will email you the service day and Set Up Date when you sign up for service.

Do you offer disposables with your service?

Definitely! This company recognizes that it is not about all or nothing but just doing what we can. We offer 3 types of disposable diapers with 3 different prices. 1) You can swap up to half of your cloth diapers for disposables with no extra fee using the no-name brand disposables. Every 10 after that is \$1.00/week. 2) If you prefer Huggies/pampers brand (whichever is in stock) you can swap out up to 15 with no extra fee and every 10 after that \$3.25/week. 3) If you prefer the more natural diaper, we offer Natural BabyCare 60% bio-degradable disposable. You can swap out 10 with no extra fee and for every 10 after that it is \$4.75.

Can I see the diapers before I sign up?

Yes. Visit the EVENTS page on our website to attend the next scheduled FREE diapering class. You are welcome to visit our showroom in Colorado Springs any time with an appointment. There, you can see all of the many products that we offer and you can see and feel the quality. Please email to schedule an appointment.

I am going back to work, my child care center will not use cloth, do I have any options?

We offer a part cloth/part disposables program for those children in daycare.

When do I put my diapers out?

Please have your diapers out by 5am for pick-up on your scheduled delivery day. We will deliver between 5 am - 6 pm. If you forget to put out your diapers, your account will be charged a \$5 missed pick up fee unless you can return the diapers to our shop in Colorado Springs within 48 hours.

When do I get my bill?

Your first payment is due upon delivery of your set-up. The first payment includes, your set-up, your first month of service, and the optional newborn wrap rentals. After the first month, you will receive an invoice by email before the 1st of the month and your credit card will be billed automatically on the 1st. A \$40 service charge is assessed for any pre-payment refunds greater than 12 weeks. **The first month of service is non-refundable.**

How much does it cost?

The price is \$18 per week (\$2.571 per day.) You will have an initial fee of \$25 for your set-up of diaper pail, unlimited liners, deo disk, and Snappi fastener. The optional wrap rentals cost \$15 for size newborn-small. New wraps may be purchased starting at \$9.50 per wrap and you will need between 4 and 6. First payments are around \$113 and average \$72-77 per month after that. Please note that **your first month is NON-REFUNDABLE.** Your first payment is due upon first delivery.

What if I have twins or multiple children in diapers?

Families with more than one child in our diapers will receive a 15% discount off of their weekly rate for each child.

I am going on vacation. What do I do with my diapers and can I get credit?

»If you want credit for vacation, all of your rotation will need to be returned to us before you leave. If you want to return them on a day that is not your normal pick up day, you can drop them off at our warehouse at no charge or we can pick them up on an unscheduled delivery day for \$15. There will be a \$9 fee for a pick up only on a regularly scheduled delivery day. (you receive a credit of your weekly service rate minus the \$9 pick up only charge)

>>>> **NEED DISPOSABLES for your trip? We can replace your cloth for disposables with no extra charge (depending on which brand of disposables you choose).**

If I run out of diapers, will you delivery day?

In the unusual event that you run out of stomach bug and used a large amount of \$15 fee. If you seem to need more diapers in your rotation on a regular basis, we can add diapers in multiples of 10s for \$1 per week per 10.



make a special delivery if it is not

diapers one week, perhaps baby had a diapers, we can deliver extras to you for a

Do you have to pick up weekly? Or can you pick up every other week?

We need to pick the diapers up weekly because if they sit longer than a week when dirty, they will get moldy and ruin them. If you have a special situation, please call us so we can work something out.

Do I need to rinse the soiled diapers?

Absolutely not! Our commercial, 12-step washer, combined with 190 degree heat and enzymes, will break down solid waste and flush it out until there is nothing left but 100% cotton, completely free of waste and detergent. The diapers are tested on a regular basis to maintain their neutral ph balance.

My wraps are getting soiled every time. How do I save the wraps?

Snappi fastener! The Snappi replaced pins and provides a way to fold the diaper, the old fashioned way, around the baby's legs to help prevent poop from getting on the wrap. Most parents with this problem are completely satisfied after trying the Snappi.

I need to change or add products to my order, how much notice do I need to give you?

Please EMAIL US at least 2 business days in advance before your delivery day if you need to change your order for the week.

My baby is soaking through his diaper, what should I do?

There are two reasons that may cause this to happen: The first is your baby may have outgrown the current diapers you are using. So give us a call and we can bump you up to the next size diaper. The second reason is your baby is a heavy wetter. The most cost effective way is to simply use two prefolds. It is bulky but the babies don't care, they are sleeping. We also offer doublers, (weekly rate-10 for \$1) which are smaller diapers you place inside the diaper to help soak up the wetness. At night, a wool wrap over your Prorap is another option. Wool can absorb up to 30% of its weight in water. Wool absolutely keeps baby's bed dry all through the night. You only need one wool wrap since they naturally clean themselves and only need to be washed every two weeks for lanolizing. Another option is a Bummi fleece cover which is similar to a wool wrap.

I am having a baby shower, do you have a gift registry?

Yes! Please browse our online store and you easily set up your registry directly from our website. Typically, moms ask for unlimited service, the set-up package, the newborn wrap rentals and 5 or 6 wraps in sizes medium - large.

What happens if it snows?

In the event of inclement weather, please check our website for delays in your service. In addition, we will email you if service will be delayed. With this in mind, it might be a good idea to keep 1 day's worth of disposables on hand.

How do I cancel my diaper service?

We require a two-week notice for the cancellation of service for billing purposes.

When I cancel, what if there are missing diapers?

In the event that there are unreturned diapers when diaper sizes are changed out or service is discontinued, there will be a fee of \$2.00 per diaper/training pants. The replacement value of \$2.00 will be applied for each lost doubler