



Diapers Unlimited
DYDEE SERVICE

Helping to save the world, one baby at a time.

Service Guide

Contact Us

dydeebaby@gmail.com



[Customer Portal](#) for Service Changes

[DyDeeBaby](#) on Facebook

www.DyDeeBaby.com

[Diapering Videos](#)



Toll Free: 800-589-BABY (2229)
Local: 269-344-2111



Office Hours

Mon - Fri 9:00am - 4:00pm
closed during lunch 12:00 - 1:00

Mailing Address

814 Nola Street
Kalamazoo, MI 49007

To access the most recent version of this Service Guide online go to
<http://www.dydeebaby.com/Customer-Portal1.html> and look under Customer Resources.

Dear New Parent(s),



Thank you for giving Diapers Unlimited DyDee Service the opportunity to serve you. **The health and comfort of your baby is what we're all about and we plan to give you the best cotton diapers and the best service!**

For over 40 years Diapers Unlimited has home delivered the freshest cloth diapers available. *Your diapers are hygienically packaged just for your family.* You'll feel good knowing that each diaper is treated with a mild FDA approved anti-bacterial conditioner. This conditioner helps to stop the growth of germs once the diaper is soiled. This also helps stop diaper pail odor and reduces diaper rash better than disposable diapers, keeping your baby the most comfortable.

Our service guide will answer most of the common questions about our service. **Please don't hesitate to call us or email to DyDeeBaby@gmail.com** with additional questions or suggestions you may have. We're here to help make the diapering years as pleasant as possible for you and your baby. Congratulations on your family's newest addition! Best wishes from our family to yours,

The Johnson Family - Randy & Sandy, Don, & Rick

#1 Question Asked How Many Diapers Will You Receive?

Our service provides "All the diapers you need" by asking that you work with us to let us know what your needs are. Each baby has different needs and we rely on you to let us know what your baby needs in terms of diaper size and quantity.

- 1) With your pre-birth delivery you received enough diapers to get you through a partial week, until you call us.
- 2) After you call to let us know your baby has arrived, we will start your service with a normal supply of 7 to 10 diapers changes per day.
- 3) If you find that you need more just contact us.
- 4) If you return use less diapers in your soiled bag, we will automatically reduce your diaper supply. If you find that you need to increase the quantity again please contact us.

First Delivery – Package

In your first delivery there is a zip lock baggie that includes several items for your review.

- A folded diaper with diaper pins – You don't need to use the diaper pins for infants if you rent our velcro diaper covers, but they are provided as one diaper fastening option.
- The diaper provided is infant size. If your baby was less than 9 pounds, you can try the infant size diaper to determine when your baby is ready to use that size. Then contact us to let us know.
- One dappi pull-on diaper cover is supplied. This diaper cover is an example of the most economical cover available for pre-fold flat cloth diapering.

We Deliver Every Week

When you register for our service, we set up a pre-birth delivery date which is approximately two weeks prior to your due date. We deliver diapers, a diaper hamper, and diaper covers (if you selected this service option). Your account is on HOLD and no more deliveries are made until you let us know your baby has arrived.

Our service is much like your TV or Internet service. You pay the same weekly fee no matter how much or little you use the service since it is made available to you. After you call to let us know your baby has arrived, we will begin weekly service delivery/pick up. From that point on you will always have an inventory of our diapers in your home, and you pay a weekly fee for those diapers.



You don't have to be home! Just set your soiled bag of diapers outside the night prior to your regular service day: when we deliver clean diapers we pick up your soiled ones.

Use the same bags the clean diapers are delivered in, inside your hamper for the soiled diapers. If you need additional bags or hamper deodorizer disks, you may tape a note on your soiled bag to your driver know. The drivers carry these with them and will leave what you request that same week!

Help Us Insure You'll Always Have Enough!

We will automatically make adjustments to your diaper supply from time to time. You should have 5 – 10 clean diapers left over from the previous delivery, on your delivery day.

You will need to count diapers periodically to insure you will have enough to last until your next delivery. This is no different than counting disposables to calculate when you need to go to the store to get more. With our service if you find that you will need more diapers and contact us at least two days in advance, we will send you diapers by UPS.

Please allow 2 business days to receive diapers by UPS.

If you have an abundance of diapers and do NOT NEED more, you can request that we SKIP delivery for one week.

Before a National Holiday you'll receive a note with your clean diapers to notify you that your delivery day may change.

Example: If New Years Day falls on a Monday, we will be closed that day. We will start our normal Monday deliveries on Tuesday and all customers will receive their diapers one day later than usual. Friday customers will receive delivery on Saturday.

When you receive a Holiday notice, please let us know if you feel your diaper count should be increased the week prior to the Holiday, so you have enough diapers including the extra day due to the Holiday delivery schedule.

Choose The Diapers That Fit Your Baby

From time to time you will receive a “Time to change?” notice from us that indicates your baby may be ready for the next size larger diaper along with a few of the next size larger diapers.

Diaper Size	Baby's Weight
Preemie	< 6 lbs.
Newborn	6 – 9 lbs.
Infant	10 – 13 lbs.
Regular	> 13 lbs.
Toddler	> 35 lbs.

You decide when your baby is ready to use the next size, and let us know what suits your baby's needs.



As babies grow they may need added absorbency (especially at night time). You can use a smaller diaper folded inside a larger one to provide more absorbency ([see our Video on night time diapering](#)).

We Take Good Care of Your Baby's Diapers

Each time your diapers are returned to our plant they are counted and recorded in your account. Every diaper is rinsed, washed, bleached and softened in 180-degree hot water. Waste from the diapers is removed and sent through the city's waste management system.

Our diapers go through 11 water changes, which insures that your diapers are absolutely clean. Our detergent is a custom formula designed for cleaning cotton diapers. The minimal amount of bleach used in our laundry is similar to what cities use to purify drinking water.

We use a pH formula to help control alkaline in urine. When your baby urinates, the pH level in the diaper become neutral and is easier on your babies skin.

We add a safe and mild FDA approved anti-bacterial conditioner – just like the hospitals use in their laundry. As soon as our diapers become wet this conditioner goes to work killing germs; including germs that may cause diaper rash.

Next, the diapers are air-dried using 550-degree super heated air that puffs the cotton fibers open for amazing softness and breath-ability.

Then the diapers are inspected and ones that are worn are removed; stained diapers are pulled for rewashing. Diapers are counted for your family, sealed into hygienic bags and tagged with your family name. Our laundry sends diapers out for testing and **our quality standards are accredited** by [RDIA](#).

Your diapers are packed and loaded into our delivery truck the day prior to your delivery. **If you need a change to your delivery, you should give us more at least 24 hours notice.**

Diaper Cover Rental/Exchange Program

When you registered for service, you were given the option to include diaper cover rental/exchange. When you chose this option on our service you also chose how many covers to rent. With this part of our service you can:

- a) increase or decrease the quantity of covers at any time
- b) stop or start cover rental/exchange at any time.



When you rent diaper covers **you wash these at home** as needed. You can hand wash these or use a washer. Please **DO NOT USE BLEACH**; it will turn the inside of the cover yellow.

Currently we offer a durable cover, the Prorap Classic, which has Velcro type tab fasteners in the front. This cover allows you to adjust the waist to fit your baby and holds the diaper in place without a fastener on the diaper.



Size	Stitch Color	Weight	Cost Ea.
Preemie	White	2-6 lbs.	\$.35/Week
Newborn	Red	6-10 lbs	\$.35/Week
Small	Green	9-13 lbs	\$.35/Week
Medium	Yellow	13-25 lbs	\$.75/Week
Large	Blue	24-35 lbs	\$.75/Week

When your baby is ready for the next size larger cover

Contact us and with your next delivery we will provide the size and quantity you requested. **You have one week to return the smaller covers or you will be charged for renting both sizes.**

When You Go On Vacation

If your vacation will be more than one week, let us know what days you will be away from home. If you are not in an apartment, please **leave your soiled diapers outside for us to pick up**. We like to wash soiled diapers as soon as possible.

- A) If you **will be using cotton diapers**, let us know you want a double delivery the week prior to when you leave. You will be charged for service because you still have diapers in your possession.

You may want to use a diaper tote bag for soiled diapers. You can see a couple of types in our [online Boutique](#).

- B) If you will **not be using cotton diapers** while traveling, you can request that we skip delivery for the week you are gone. When we skip delivery due to a vacation, we still pick up your soiled diapers. Your account is charged \$2.00 to be put on "hold". Your regular weekly charge resumes when you return home.

NOTE: The **maximum number of vacation weeks per year at \$2/wk charge** for each family is 6. This policy was put into place because some families abused the vacation "skip delivery" courtesy to avoid the regular weekly charge.

Payment Methods

Choose which method below works best for you (switch to another method anytime). Since we provide a service, we expect to be paid at or before the time the service is rendered. If you choose to pay monthly by statement, you should be paying for the current month's service, not the previous month. Balances that show the previous month's service will be considered Past Due. We reserve the right to discontinue service for families that are not paying in a timely manner, after the driver has left a card at your door (or you receive a statement from our office) stating that your account has a past due balance AND payment is not received the following week. If service has been stopped due to lack of payment, we can resume service only after the past due amount has been received.

- weekly by taping a check to your soiled diaper bag, or giving cash to the driver.
- by check at any time during the current month.
- by calling us to pay by credit card at any time during the current month.
- by giving us your credit card information to keep on file. At the end of each month we will automatically charge you for the next month's service AND send you a statement showing the charge. No need for you to do anything, your account will always be current!

For either of the first two methods you can also instruct us to send a monthly statement. Statements are sent monthly; during the first week of each month (by mail or email).

Charges for Lost, Ruined or Misplaced Diapers

When you choose to end the service, please contact us two weeks in advance. We will arrange for a final pick up of diapers (and if applicable diaper covers). Please check all the locations you may have diapers (in-laws, daycare, diaper bags, the closet) and return all our diapers on the last pickup scheduled two weeks after we receive your notification. The diaper hamper is yours to keep.

After your diapers are picked up and returned to us they are counted. We will contact you if we feel that you still have some inventory of our diapers and request they be returned.

Any diapers that are our property that are not returned will be billed to you per the chart below.

Item	Charge
Diapers – Size preemie or newborn	2.50
Diapers – size Regular or Toddler	3.00
Rental Diaper Covers	6.50

EARN CREDITS ON YOUR ACCOUNT

One Time Offer – “Turn in” for disposable diapers

We offer a “one time turn in offer” for your disposable diapers. [You can turn in un-opened packages of any size disposable diaper either](#) one the day of your pre-birth delivery or your 1st regular delivery (after your baby is born). Each turn in of disposables is counted for quantity.

You can earn up to 3 weeks credit, for each 80 diapers turned in within an un-opened package(s). **Please call our office for more information.**

Earn Free Money - When you Refer a Friend!

Do you feel that we have supported you well with your diapering needs? Are you comfortable talking with others about your decision to use cloth diapers and why you feel cloth diapering is important?

If so, you may be ready to refer our service to others, which **can earn you up to four weeks of credit** for diaper service on your own account!

Our ideal customers are:

- ✓ families already thinking about using cloth diapers or may have family members that have used cloth diapers.
- ✓ New parents just starting their family who are consciously living healthy life choices.
- ✓ Grandparents who want to gift the service to their grandchild!

Previous and current customers are excluded from this offer.



How Does the DyDee Baby Referral Program Work?

1. Ask your friend(s) if they've ever considered cloth diapering and discuss it from your perspective. Share your experience with them. Let your friend know that re-evaluating their diapering decision is an opportunity to make a difference for their baby's health along with the health of our planet.
2. If your friend signs up for our service AND mentions your name in that same phone call, we will link their account with yours.

When they pay for their first week of service, ONE WEEK of FREE service at the price you are currently paying will be credited to your account.

NOTE: This type of account credit only applies to your own account balance and will not be paid out in cash. Each additional week they stay on the service (up to four weeks) and pay for the service, your account will be credited for one week of service (at the price you are currently paying).

Are your friends still using a one-time diaper? Here's a few things you can share with them about your decision to use cloth.

- **Tell them**, cloth diapering is convenient and easy and it's [better for your baby](#). With a diaper service and new technologies like velcro covers and snappis it's just as easy as any other method!
- **Tell them** babies in cloth diapers potty train on average a year sooner than babies in single-use diapers.
- **Tell them** you are saving a bundle overall (don't forget to include and waste disposal costs, and costs for disposable pull ups which are sometimes used a lot longer)! Disposable pull ups tend to thwart potty training efforts because children don't get the feedback that wetness is not acceptable.
- **Tell them** that with our service you are saving all those trips to the store and you have diapers delivered to your door every week!
- **Tell them** customers can save \$\$\$ in other ways. Any active customer can refer a friend! See our Referral Program online for how this works.
- **Tell them**, it helps the ecology!
 - ❑ 25 million trees are cut annually for single-use diapers. Today's parents will be grandparents before the trees grow back that were cut to make today's disposables, and then those trees will be cut down again. Rows of saplings grown commercially at regularly spaced intervals on a clear-cut patch of ground is hardly a healthy, mature ecosystem.
 - ❑ Unlike the trees used up by disposable diapers, the water we use to wash diapers is "used" but not used up. The city's waste treatment plant completely cleans the water to drinking standards.
 - ❑ Washing uses simple compounds like soap. Paper and plastic making is notorious for causing harmful chemicals like dioxin.

**Your baby will use between
5,000 and 8,000 diapers between birth
and
potty training.**

**Look at the pile of diapers that you will
NOT BE ADDING to our landfills
by choosing a reusable diaper method!**

