



**Diapers Unlimited**  
DYDEE SERVICE

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

# SERVICE GUIDE

[DyDeeBaby@gmail.com](mailto:DyDeeBaby@gmail.com)

Go to our site's [Customer Center](#) for Service Changes

Go to our site to [Make A Payment](#)

[DyDeeBaby](#) on Facebook

[DyDeeBaby.com](http://DyDeeBaby.com)

Call or **Text: 800-589-BABY**

Local: 269-344-2111

**Office Hours**

Mon - Fri 9:00am - 4:00pm

**Mailing Address**

814 Nola Street

Kalamazoo, MI 49007



Dear New Parent(s),

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



serve you.  
plan to give

For over 50 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](mailto: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**. Please contact us to let us know BEFORE you start using them, so if you need more (that first week you start using cloth diapers) we can UPS them to you.
- 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 (see "Help Us Insure You'll Always Have Enough" on the next page).
- 4) If you return less diapers (than you received the week prior) in your soiled bag, we will automatically reduce your diaper supply. If you find that you need to increase the quantity, please contact us.

## **You Can Text Us!**

Use **800-589-2229** to make it easy!  
Include your name in the first text please.

## First Delivery (or Pre-birth Delivery)

When you register for our service, we set up a pre-birth delivery date for approximately two weeks prior to your due date. We deliver diapers, a diaper hamper, and diaper covers (if you selected this service option). **In with your diapers 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 of the diaper fastening options (another is the **SNAPPI diaper fastener**).
  - If your baby was less than 9 pounds, you can try the infant size diaper as they grow toward 10 lbs. to determine when your baby is ready to use that size. Then contact us to let us know.
- Folding Guides – We provide a step-by-step folding guide for the most commonly used “Angel Fold” and another detailed guide for “**How to make a gusset**”. If you aren't making a gusset with the diaper you may be getting poop blowouts around your baby's legs!!
  - You can also download a printable guide for other “Folding Methods” at <http://www.dydeebaby.com/how-to-change-cloth-diapers.html>. The Jelly Roll Fold is most useful for avoiding liquid poop leaks!!
- A magnet with our website and phone number to make contacting us easy!

## We Deliver Every Week

After a pre-birth delivery, your account is on HOLD and **no more deliveries are made until you let us know your baby has arrived** and you are starting to use the cloth diapers. Our service is much like Internet service, in that 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 the same dollar amount weekly for those diapers (if you rent covers they are extra).**



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, attach a note on your soiled bag to let your driver know. The drivers carry these with them!**

## 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 only pick up your soil and SKIP your delivery for that week.

**Before a National Holiday IF** your delivery day may change, you'll receive a note with your clean diapers to notify you of the changed day of the week. **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

Look in your clean diaper bag each week for a notice from us.

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

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.

**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 baby's' 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 independent testing and **[our quality standards are accredited](#)** by [RDIA](#).

We also abide by the RDIA guidelines for segregation of clean and dirty diapers and our clean processing area and the dirty sorting area in our warehouse are divided. Even our delivery van is divided to ensure that clean diapers never are in the same area or come into contact with dirty diapers.

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 at least 24 hours' notice.](#)**

## Taking Care of Your Diaper Hamper

Your diaper hamper is designed so that our citrus circle(deodorizer) disks fit inside the top back of the cover. Simply open the plastic around the disk, slide the disk into the top and place the top back on the hamper! The disks will wear out after 3-4 weeks, so leave a note on your soiled diapers and your driver will give you new ones any time.

Every few months (or when it gets smelly even when diapers are not in it) it's time to wash it. Fill it partially with water and dish soap liquid or shampoo, quickly wash the sides and let it dry.

## 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:

- increase or decrease the quantity of covers at any time
- [request the next size larger covers](#)
- 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. Fasten the hook tabs that can be attached to the back panel of the cover when you wash it so that the cover stays open during wash (and doesn't stick to other things)!

We rent a durable Thirsties cover (all white) that allows you to adjust the waist to fit your baby with the hook and loop closure and holds the diaper in place without putting a fastener on the diaper (until they are walking and moving more).

Size	Size Tag's Color	Baby's Weight	Cost Ea.
Newborn	White	4-10 lbs.	\$.40/Week
X-Small	Red	6-12 lbs.	\$.40/Week
Small	Green	12-18 lbs.	\$.40/Week
Medium	Yellow	18-28 lbs.	\$.80/Week
Large	Blue	28-40 lbs.	\$.80/Week



### When your baby is ready for the next size larger diaper 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.

- 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.
- 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 calendar year at the \$2/wk charge** for each family is 6. You can take more vacation weeks at the regular weekly price.

## Payment Methods for 2018

Monthly statements are sent during the first week of each month (by mail or to the email address you gave us when you registered your family). **Our statement Payment Terms are "Due upon receipt"**. It's just like going to the store, you pay for our service before you can use our diapers. Choose which payment method below works best for you (switch to another method anytime).

- **Pay every week for the next week's cost**, by taping a check to your soiled diaper bag, or giving cash to the driver. If you haven't paid for that week by the time the driver reaches your door, you may not receive clean diapers. Just like grocery delivery – no payment, no delivery.
- **Pay by check** upon receipt of your statement.
- **Pay online** at <http://www.dydeebaby.com/make-a-payment.html>
- **Pay by phone call** – with debit/credit card during office hours 800-589-2229.
- **Automatic Credit Card Payment** - By giving us your credit card information to keep on file. At the end of each month (between the 25<sup>th</sup> and 31<sup>st</sup>) we will automatically charge you for the next month's service AND send you a statement (between the 1<sup>st</sup> and 10<sup>th</sup>) showing the charge. No need for you to do anything, your account will always be current!

Statement balances that show the previous month's service costs 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 door statement (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.

### **If you want to discontinue our Service: Charges for Misplaced, Ruined or Unreturned Products**

**Contact us two weeks in advance, when you choose to end the service,** 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 of our products that are not returned will be billed to you per the chart below.**

Item	Charge
Diapers – Preemie, newborn or infant	\$2.50
Diapers –Regular or Large	\$3.00
Rental Diaper Covers (Thirsties)	\$11.50

## EARN CREDITS ON YOUR ACCOUNT

### One Time Offer – “Turn in” for disposable diapers

(donated to homeless families by Dydee Baby)

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

You can earn 1 FREE week for approximately 80 diapers (in unopened boxes/packages) turned in. You can receive up to a maximum of 3 weeks FREE. **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 for **ONE baby 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 4 weeks of service, your account will be credited 4 FREE weeks of service for the price you are currently paying for ONE baby.**

**NOTE:** This type of account credit only applies to your own account balance and will not be paid out in cash.

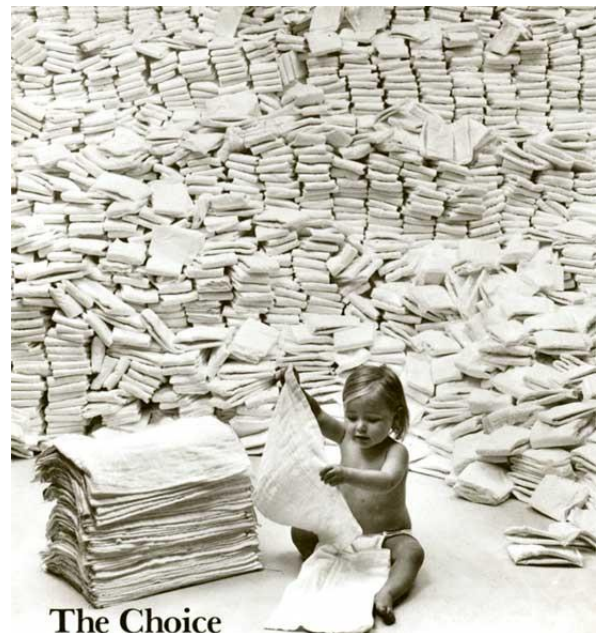
## Still Trying to Convince Your Friends How Awesome Cloth Is?

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 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!**



## Customer Survey Credit

You will receive an email (usually around spring time) that lets you know **you can earn one FREE week of service for completing our Customer Survey by the deadline.** It's our way of saying thank you for taking the time to give us your feedback!