



**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 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 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 & Russ**

## **#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 "How Do I Know I'll Always Have Enough" on the next page).
- 4) If you return use less diapers (than you received) 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!

## When Do I Get My First Delivery?

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 a partial weeks worth of 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).
- 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.
- Folding Guides – We provide a step-by-step guide for the most common fold. Other folding guides are available on our web page “Learn More”

After your first delivery, your account is placed on HOLD until you call us to let us know your baby's name, date of birth and weight and when you want to start weekly deliveries.

## When Do I Receive my Weekly Delivery?

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 our diapers are 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 your driver know. The drivers carry these with them!**

## What If I am Going to Run Out or Have Too Many?

Our goal is to make sure that you never run out of diapers, but to do that we need your help.

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 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.

## How Do I Know What Diapers Fit My 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.
Large	> 35 lbs.



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](#)).



## How Are My Baby's Diapers Washed?

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 please give us at least 24 hours notice.**

## How Do I Keep My Diaper Hamper Smelling Fresh?

Your diaper hamper is designed so that our citrus circle (deodorizer disks). Fit inside the top of the hamper cover. Simply open the plastic around the disk, slice 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 your hamper is smelly without soiled diapers in it, it's time to wash it. Fill it partially with water and dish soap, wash the sides and dry.

## What Is the Diaper Cover Exchange Program?

When you registered for service, you were given the option to include diaper cover use & exchange. When you chose this option on our service you also chose how many covers to use and wash in your home. With this part of our service you can:

- a) increase or decrease the quantity of covers at any time
- b) [request the next size larger covers](#)
- c) stop or start cover use/exchange at any time.



When you use our 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.

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

Size	Stich Color	Weight	Cost Ea.
Preemie	White	2-6 lbs.	\$.40/Week
Newborn	Red	6-10 lbs	\$.40/Week
Small	Green	9-13 lbs	\$.40/Week
Medium	Yellow	13-25 lbs	\$.80/Week
Large	Blue	24-35 lbs	\$.80/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. Please let us know the week you return your covers; just place them in with your soiled diapers.***

## What Happens When We 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 want 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.
- 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. You can take more vacation weeks at the regular weekly price.

## How Are Gifts Handled On My Account?

Your Registration for service must be completed by a conversation with our staff, before we can process any Gifts to you. These are credited to your account automatically (you do not need to present your Certificates). You are responsible to check the Gift Certificates you have received against your monthly statements.

Gifts are not applied against the first week of service, since there is a \$15 one-time start fee included in that week. Any Gift(s) on your account will be applied to your account the 2<sup>nd</sup> week of service (at the weekly price your Gift Giver paid).

If you discontinue service and have unused Gift credits we will refund the Gifts back to the original credit card with which they were purchased.

## What Are My Payment Options?

**Monthly statements are sent each month (by mail or to the email address you gave us when you registered your family). See the Accounting Billing Period 2020 document (on the Service Guide page of our website) for complete details.**

Monday and Friday deliveries - Billing 1<sup>st</sup> week each month  
Tuesday deliveries - Billing 2<sup>nd</sup> week each month  
Wednesday deliveries - Billing 3<sup>rd</sup> week each month  
Thursday deliveries - Billing 4<sup>th</sup> week each month

*Our statement Payment Terms are **"Payment before you receive the diapers"** just like you would if you went to the store. Choose which payment method below works best for you (switch to another method anytime).*

- **Pay every week for the next week's cost**, (you can tape a check to your soiled diaper bag, or giving cash to the driver in addition to the payment options below). 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 credit card during office hours 800-589-2229.
- **Automatic Credit Card Payment** - By giving us your credit card information to keep on file. Your card will be charged per the **Accounting Billing Period 2020 document** on our website and then documented on your statement. No need for you to do anything, your account will always be current!

**We reserve the right to discontinue service for families that are not paying in a timely manner.** When your sales/route driver leaves a door statement when you are not paying per our Terms. If you receive a pink door statement and payment is not received by the following week, delivery of clean diapers may be withheld. If service has been stopped due to lack of payment, we resume service after the past due amount has been received.

## **What Happens When I am Ready to Discontinue Service?**

**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.

After all our inventory is returned to us (by you placing it out for us to pick up) we will reconcile your account and issue a final statement to show what you may still owe. **Any of our products that are not returned to us (after a maximum of 3 visits to your home to pick up missing products), will be billed to you per the chart below.**

Item	Charge
Diapers – Premie, newborn or infant	2.50
Diapers –Regular or Large	3.00
Rental Diaper Covers	11.50

## How Can I Earn Credits On My Account?

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

We offer a “one time turn in offer” for your disposable diapers (there are donated to homeless families by our company). [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 up to 3 weeks credit, for each 80 diapers turned in within an un-opened package(s). You can receive up to a maximum of 3 Weeks FREE (applied to your account after your Gift credits and any special pricing has been billed). **Please call our office for more information.**

### Customer Survey Credit

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

### Earn FREE service - 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 week of service, 4 FREE weeks of service for ONE baby 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.



## Still Trying to Convince Your Friends How Awesome Cloth Diapering 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 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!**

