**Cancellation and Refund Policy**

* Customers are required to stay on the service for one month. After this month you can cancel at any time, however, do need to give us two weeks **paid**notice from the next invoice day. Once payment is received there will be no refunds on any products or services (including long term pre payments). All customers are invoiced on the 1st and 15th of every month and pre pay for two weeks in advance.
* You also pre pay for your cover rentals. To assure you are not charged for a cover that you will be returning please be sure to hand it back prior to invoicing day AND contact our office so we can make arrangements with you and take it off your account for the next billing cycle. We are not able to refund any cover rentals if you have not contacted us to let us know you choose to hand them back, or if you have chosen to not look at any of your invoices that have been sent out to you.

**Payment Methods Policy**

* Automatic withdrawal out of a customer’s chequing account is our ideal source of payment. Customers can also choose to pay with a credit card, however, if they do so they are not eligible to receive any discounts or promotions, for example, a free week if you refer a friend.

**Delivery Days Policy**

* As our business grows, we may need to change your delivery date. Delivery dates are based on the demand in each region. We thank you in advance for your patience on this. Please note that we need one business day notice to make any changes to your account.

**Starter Packs**

* If you have chosen to sign up with our starter pack, your account will automatically be started 3 weeks from the date we dropped it off. If you have had any complications please be sure to contact us as soon as possible.

**Lost/Stolen Diapers Policy**

* Happy Baby Cheeks cannot be held responsible for lost/stolen diapers. Please make sure that if you leave your diapers out front of your house that you live in a secure area. If you are not comfortable with this please give us a call so we can make special arrangements. If there are any diapers that go missing and are not returned to us, there will be a $20 fee per diaper. All diapers that we deliver are counted. If you do not return most of your diapers week to week the system will automatically deplete your order.

**Diaper Creams**

* Please do not use any white Zinc Oxide creams over 8% on your baby’s bum. Zinc Oxide cream destroys our diapers. If you do feel the absolute need to use a zinc oxide based cream you must use a biodegradable liner. You can purchase these liners in your local supermarket. Please note that customers will be billed $20 for every diaper destroyed by these creams.

**Missed Pick Ups Policy**

* We understand that there may be times when you forget to put your dirty diapers out for the driver. If this happens please be sure to call us and let us know that you will be able to put two weeks worth of diapers (the current week and the week you missed) out on the next delivery. We are only able to provide customers with additional diapers for one week.

**NSF Policy**

* If a payment does not go through we will notify the customer directly. We will not be able to drop off diapers without payment. All NSF payments are subject to a $20 fee.

**Vacation Policy**

* Vacation status does not require the customer to pay for the service while they are away. We must  receive all the diapers back prior to leaving on vacation **AND** receive two weeks’ notice in order to put you on vacation status.