

# Happy Nappies

## Terms and conditions

'Happy Nappies' is the reusable nappy scheme for South Gloucestershire Council. Bambino Mio are the current manufacturer and supplier of the nappy kit available for South Gloucestershire residents to purchase. Happy Nappies provide an alternative to disposable nappies in the form of a Bambino Mio Solo reusable nappy birth to potty kit. This is provided to parents in South Gloucestershire to purchase at a discounted rate.

The kits are also available to parents who live outside of South Gloucestershire at the discounted rate. Once purchased, the buyer will need to arrange collection South Gloucestershire Council's Waste Management Department by contacting [waste.management@southglos.gov.uk](mailto:waste.management@southglos.gov.uk).

Throughout these terms and conditions 'you' refers to the householder and 'we' refers to South Gloucestershire Council and the 'kit' refers to the Birth to Potty Bambino Mio Solo reusable nappy kit available for purchase. By purchasing the Happy Nappies reusable nappy kit you agree to accept the terms and conditions below.

### Product description

You have agreed to pay South Gloucestershire Council for a birth to potty 'Mio Solo' reusable nappy kit provided by Bambino Mio.

The kit contains:

- 15 miosolo all-in-one nappies
- 300g miofresh sanitiser
- 50 nappy liners
- Soaking bucket x 1
- Laundry bag x 2

The cost of this kit is £128 and only covers the kit itself. You will own the kit after purchase.

The washing and up keep of this kit is your responsibility. We will not replace products within the kit such as the laundry powder / nappy liners once they have run out, you will have to purchase these separately.

'Birth to Potty' is a term related to fit, not the lifespan of the kit. We do not claim the nappy should or will last until the user is potty trained. Although the term relates to fit, this cannot be guaranteed.

## Replacements of faulty or damaged product

The kit is covered by Bambino Mio's 12 month guarantee from the date of purchase from South Gloucestershire Council.

Bambino Mio will replace any product within a 12 month period that it considers faulty and has been cared for correctly and deemed not to have experienced problems due to general use.

Proof of purchase must be provided for Bambino Mio to replace any damaged or faulty products provided in the kit. Bambino Mio will pay for the return of any faulty or damaged products provided in the kit.

If you feel there is a fault with a product provided in the kit, you must pay for the postage to Bambino Mio. Upon finding the fault this payment will be reimbursed to you by Bambino Mio and the replacement product sent out free of charge.

## Refunds

Refunds cannot be given if you decide you no longer want the kit.

## Rules of use

The kits are available to purchase by all parents with one or more children. Purchase is limited to one kit per child.

The kits will be delivered to South Gloucestershire residents. Parents living outside of South Gloucestershire will be able to purchase the kits online, but will have to collect the kit from an agreed location.

Waste Management will liaise with parents living outside of South Gloucestershire to arrange collection.

We will accept no liability for any part of the kit being used for anything other than its original purpose.

You must follow Bambino Mio's instructions about the use of the kit.

## Variation of terms

We reserve the right to vary these terms and conditions and to amend the cost of the kit.

We reserve the right to withdraw the scheme at any time.

We reserve the right to change supplier at any time.

## Statutory rights

These terms and conditions do not affect your statutory rights.

## Data protection statement

We will only use the personal details you have provided for this service to contact you by letter, telephone, text messages, or email for matters related to your reusable nappy kit and to inform you of any similar service provided by the council that may be of interest to you.

We will not send you emails about other council services without your permission or share this information with any other organisations unless required to do so in order to provide the service or as permitted by law.

We will also use your information for analysis purposes in order to improve our service. This will be anonymised prior to any disclosure, e.g. under the Freedom of Information Act regarding service take-up volumes