

# 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 Happy Nappies birth to potty kit and booster 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 or booster 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 or the booster kit available for purchase. By purchasing a Happy Nappies reusable nappy kit or booster 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 birth to potty kit contains:

- 15 miosolo all-in-one nappies
- 50 nappy liners
- 300g miofresh sanitiser
- 1 reusable wet nappy bag
- 1 nappy bucket
- 2 laundry bags

The cost of this kit only covers the kit itself. You will own the kit after purchase.

The booster kit contains:

- 6 miosolo all-in-one nappies in a variety of colours and designs
- 50 mioliner (biodegradable nappy liners)

- 100g miofresh (nappy cleanser)

The cost of this booster kit only covers the kit itself. You will own the kit after purchase.

The washing and upkeep 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.

The colours and designs of nappies in the kits are not exchangeable through South Gloucestershire Council. If you have any queries about the kits you will need to contact Bambino Mio directly.

Website: [www.bambinomio.com](http://www.bambinomio.com)

Email: [enquiries@bambinomio.com](mailto:enquiries@bambinomio.com)

Phone: 01604 883777

## 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 after it has been delivered.

## 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. The South Gloucestershire Council Waste Management Team 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 to provide the service or as permitted by law. We will also use your information for analysis purposes 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.