



Canadian Warranty Information

The manufacturer (Cotton Babies) will stand behind the workmanship and materials in a properly cared for product for one year from the date of purchase. The guarantee covers snaps, lining, closures and waterproofing. It is extended to the original purchaser of the diapers only. Proof of purchase is required; it is the customer's responsibility to provide a copy of the original receipt to the retailer.

As of Sept 2009, if you experience problems with your diapers, please contact the retailer from which you purchased your diapers. Based on the details of the problem, the retailer may resolve the issue by:

1. Providing you with simple instructions for repairing the product or resolving the problem you are having with the diaper; or
2. Replacing the diaper.

If the diaper requires replacement, the customer is responsible for any costs associated with returning the diaper to the retailer. Diapers must arrive unstained, clean, stink-free and dry. (NOTE: Diapers arriving in unacceptable condition will be returned and replacement will not be issued.). The customer must contact the retailer prior to sending the diaper to receive authorization for the return. If a replacement diaper is issued, the retailer will assume the costs associated with sending the replacement diaper back to the customer.

THIS GUARANTEE IS VOID WHEN ANY OF THE FOLLOWING CIRCUMSTANCES APPLY:

1. The washing instructions have not been followed.
2. The diaper has been altered.
3. Any of the following has been used in conjunction with the use/care of the product:
 - A detergent containing additives (enzymes, brighteners, whiteners, dyes, perfumes, essential oils) or natural soap
 - Fabric softeners
 - Any caustic substance.
 - Diaper rash cream.

THIS GUARANTEE DOES NOT COVER:

- Leaking (except as related to manufacturing defect), "stinky diapers", buildup or normal wear.