

## Reusable Nappies - Voucher Scheme – Terms & Conditions

For all enquires about the Reusable Nappy Voucher scheme please email [sh\\_recycling\\_enqurie@herefordshire.gov.uk](mailto:sh_recycling_enqurie@herefordshire.gov.uk) or call 01432 260 051.

1. Under the Reusable Nappies Financial Incentive Scheme, Herefordshire Council is offering £200 voucher to spend with selected online retailers for the purchase of selected reusable nappy products (see section 6).

Reusable nappy accessories cannot form the sole basis of any voucher claim. Part, or wholly refundable 'trial' or 'try-before-you-buy' type products are not eligible for purchase with the voucher.

2. Applications for a voucher will only be accepted from eligible residents permanently residing in Herefordshire (see section 3). Herefordshire Council reserves the right to request evidence of a permanent Herefordshire address if this not clear from the documents provided in the application. Herefordshire Council may, in its sole discretion, refuse to issue vouchers where insufficient evidence is provided.

3. A maximum of one application per household for children up to the age of 18 months will be accepted. In exceptional circumstances Herefordshire Council may issue more than one voucher to a household but this will be considered on a case by case basis and agreed in advance of an application being submitted. The application should be from a parent or legal guardian named on the birth certificate or completed MAT B1. If this is not possible please contact Herefordshire Council via the details at the top of this form to discuss your eligibility for the scheme. The application must be made via the online form. The digitally uploaded images/document of the birth certificate or completed MAT B1 form must be legible and contain no amendments/alterations. Digitally uploaded images must be of the complete document.

4. Vouchers can only be redeemed at one of the following chosen providers:

The Nappy Gurus Ltd- [www.thenappygurus.com](http://www.thenappygurus.com)

The Nappy Lady Ltd - [www.thenappylady.co.uk](http://www.thenappylady.co.uk)

Totsbots Ltd - [www.totsbots.com](http://www.totsbots.com)

All applicants must state their chosen provider on the application form. Vouchers will only be issued for that provider.

Should the applicant wish to change provider they will need to notify Herefordshire Council in writing within 14 working days of their application being approved. Herefordshire Council will confirm that the original voucher issued has not been spent and will cancel the original voucher. One new voucher will be issued for the applicant's new chosen provider.

5. All applicants must redeem their voucher within 3 months of their application being approved. Vouchers will be cancelled if not reclaimed within the 3 months.

Vouchers can be redeemed with the provider via their website to cover the cost of an order of approved products up to the value of £200 (see Section 6 below).

6. Vouchers can only be spent on the following products from the provider selected during your application:

- Reusable nappies
- Complete reusable nappy kits
- Reusable nappy liners
- One nappy bucket or bag

No other products available on the provider's website will be eligible to be purchased with the voucher and the purchase of the product will be declined by the provider unless paid for separately.

7. Herefordshire Council reserves the right to inspect the items purchased through this offer. If any items are deemed ineligible Herefordshire Council will take steps to reclaim the value of the voucher.

9. Herefordshire Council reserves the right to contact successful applicants to undertake surveys to assess the continued usage (or not) of reusable nappies and attitudes to usage in order to evaluate the benefit of the scheme and improve understanding going forward.

10. Herefordshire Council expect that the applicant will commit to using reusable nappies for their child for a minimum of 12 months. However should the applicant struggle, Herefordshire Council would encourage the applicant to contact the Hereford Nappy Library [www.herefordnappies.weebly.com](http://www.herefordnappies.weebly.com) for advice and support.

Should applicants stop using the reusable nappies and other approved products purchased with the voucher issue by Herefordshire Council the council requests that the reusable nappies and associated products are donated to the Hereford Nappy Library to benefit the promotion of the use of reusable nappies across Herefordshire. The donation of reusable nappies and associated products should be confirmed in writing to Herefordshire Council within 14 days of an applicant stopping using the reusable nappies and associate products.

11. Herefordshire Council reserves the right to change the value of the vouchers issued via the scheme or to withdraw the scheme at completely at any time and without prior notice. Any unspent vouchers issued will be redeemable at the value issued.