

HOSPITAL FAQs

■ Why is the mamaRoo® infant seat recommended for use in hospitals?

It moves like parents do! The 4moms® mamaRoo® infant seat bounces up and down and sways from side to side, just like parents do when comforting their newborns. It has five unique, natural motions including car ride, rock-a-bye, ocean, tree swing, and kangaroo.

Hospitals, specifically Neonatal Intensive Care Units (NICUs), find the mamaRoo infant seat transformational in the care of their smallest, fussiest patients. The natural motion helps promote longer periods of comfort and calm to facilitate testing and provide parents and caregivers some respite. Clinicians have found the mamaRoo to be especially helpful caring for babies experiencing Neonatal Abstinence Syndrome (NAS).

Additionally, the mamaRoo seat adjusts to a range of positions. At one-third the size of traditional swings, the mamaRoo is ideal for smaller spaces with limited storage. It plugs in, so batteries are NOT required.

■ Is there a discount available for hospitals?

Yes. Through the 4moms Hospital Program, we are proud to offer our hospital partners discounted pricing on the mamaRoo and all related replacement parts and accessories. Please contact hospitals@4moms.com for specific pricing information or call 412.434.8380 and select option 2.

■ How can I place an order?

The easiest way to place an order is online. Hospitals with the ability to place an order using a credit card can visit 4moms.com and shop directly on our website.

4moms will provide a code to receive the discounted rate. This code may be obtained by calling 412.434.8380 option 2, or by emailing hospitals@4moms.com.

■ Do you accept Purchase Orders?

Yes, we accept purchase orders (PO). Hospitals ordering for the first time using a PO must have a minimum order requirement (MOQ) of 4 mamaRoo's. After the initial order is placed, there are no quantity restrictions on subsequent purchase orders.

- **How can I obtain an order form?**

For a copy of the hospital order form, please contact hospitals@4moms.com.

- **Is the mamaRoo covered by a warranty?**

Yes. Any mamaRoo infant seat, accessory, or replacement part purchased after January 1, 2019 comes with a 6-month warranty. The warranty is valid for 6 months from date of purchase. Proof of purchase is required for warranty service.

For warranty assistance, please email hospitals@4moms.com, or call 412.434.8380 and press option 2.

- **What infection control standards does the mamaRoo meet?**

The mamaRoo does not currently meet any hospital infection control standards as it was developed for domestic use. Seats and accessories (mobile toys) are fully removable and machine washable. Most hospitals choose the classic seat as it is easier to wipe between patient use.

We are also always happy to provide fabric samples. To request samples please contact hospitals@4moms.com.

Sandbox Medical does make a waterproof, disposable seat cover for the mamaRoo. The CoverMe completely protects the seat fabric and harness straps. For more product information or to place an order, you can reach out to Sandbox Medical directly at orders@sandboxmedical.com.

- **Do you charge sales tax on purchases?**

Yes, 4moms collects sales tax where required by law. This includes orders shipped to CA, FL, GA, IL, IN, KY, MD, MN, MI, NC, NJ, NY, OK, PA, SC, and WA. If you are shipping to any of these states, the appropriate sales tax will be added to your merchandise total and displayed on your final order confirmation.

- **What about hospitals with tax-exempt status?**

Hospitals with tax-exempt status are not charged sales tax as long as they can provide proof of tax exemption. Tax exemption documents can be emailed to hospitals@4moms.com.

- **How much is shipping for a hospital?**

4moms offers free UPS Ground shipping to addresses in the 48 contiguous states on orders totaling more than \$49.

A \$4.99 flat-rate shipping fee applies to orders totaling less than \$49 when shipping to addresses in the 48 contiguous states. Free and flat-rate shipping is not available for residents in Alaska, Hawaii and Canada, regardless of total order value. Shipping rates for customers in Alaska, Hawaii and Canada will be calculated during checkout.

- **Who do I contact if I have further questions?**

For more information or questions, please contact hospitals@4moms.com or call 412.434.8380, option 2.