

# 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.

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## ■ 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 [info@brandsinmotion.ca](mailto:info@brandsinmotion.ca) for specific pricing information or call 905-795-3154.

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## ■ How can I place an order?

Please contact us at [info@brandsinmotion.ca](mailto:info@brandsinmotion.ca) or call us at 905-795-3154.

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## ■ Do you accept Purchase Orders?

Yes. To order please contact us at [info@brandsinmotion.ca](mailto:info@brandsinmotion.ca) or call us at 905-795-3154.

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

To order please contact us at [info@brandsinmotion.ca](mailto:info@brandsinmotion.ca) or call us at 905-795-3154.

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- **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 at [info@brandsinmotion.ca](mailto:info@brandsinmotion.ca) or call us at 905-795-3154.

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- **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.

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](mailto:orders@sandboxmedical.com).

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

Yes, we charge the HST. HST rates vary by province the appropriate sales tax will be added to your merchandise total and displayed on your final order confirmation.

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

For more information or questions, please contact us at [info@brandsinmotion.ca](mailto:info@brandsinmotion.ca) or call us at 905-795-3154.