**Hospital FAQ's**

*Why is the mamaRoo 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?*
Through the 4moms Hospital Program, we are proud to offer our hospital partners discounted pricing on the mamaRoo and all related accessories. Please contact hospitals@4moms.com for specific pricing information.

*How can I place an order?*
The easiest way to place an order is online. Hospitals with the ability to place an order with a credit card can simply visit 4moms.com and shop on the website. 4moms will provide a coupon code to receive the discounted rate and free shipping.

*Do you accept Purchase Orders?*
We do accept purchase orders. Hospitals ordering for the first time using a PO must have a MOQ of 10 mamaRoos. 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.

*Can I replace parts for my mamaRoo?*
Yes! Nearly all parts on the mamaRoo are replaceable, including the base. The Hospital Program discount is applied to replacement parts as well.

*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. However, the classic seat is made of a nylon material that can be wiped and sanitized between patients. Seats and accessories (mobile toys) are fully removable and machine washable.
We are also always happy to provide fabric samples. To request samples please contact hospitals@4moms.com.

**Do you charge sales tax on online purchases?**
4moms collects sales tax where required by law, including orders shipped to CA, FL, IL, KY, NJ, NY, OH, PA, and WA. If you are shipping to any of these states, the appropriate 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.

**How much is shipping for a hospital?**
Shipping is free for hospitals!

**Who do I contact if I have further questions?**
For more information or questions, please contact hospitals@4moms.com.