

SNOO Corporate Rental Program Employee FAQs

Ordering and Returning SNOO

How do I order SNOO?

Visit happiestbaby.com and add "SNOO Smart Sleeper—Rental" to your cart by clicking "Rent Now" Our website also offers SNOOs for purchase, but please make sure you are adding the rental to your cart, otherwise your corporate pricing will not be recognized.

Click "Checkout" At this point you will need to create an account or log in to an existing account. Make sure to use your work email address for your account, otherwise your discount will not be applied. Once you create your account with your work email address, your benefits will be applied.

Can I use my existing Happiest Baby account to order my SNOO rental?

Yes! You will need to update your email address associated with your account to be your work email address. To do so, go to account.happiestbaby.com, log in to your existing account, then click "Profile" at the top. Here you can edit your email address. Make sure to click "Save Changes" before leaving the page!

Why is my credit card required if the rental is free?

We require a credit card on file for security deposit purposes (if applicable) and/or if you wish to continue renting beyond the Company Rental Period.

When should I order SNOO?

Pre-ordering is available up to 6 months in advance. We suggest selecting a ship date one week prior to your estimated due date. Once your order is placed it takes 5-7 business days to arrive.

You can modify your ship date from your account, as long as the unit has not already been processed.

What does the SNOO come with?

Each SNOO comes with a S & M sized SNOO Sack and 1 fitted sheet. We recommend buying one more in each size. They can be purchased on our website.

How do I return SNOO?

When you are done with SNOO, please complete our return form with your order number found in the confirmation email. A prepaid label and FedEx link will be emailed to you.

Can I keep SNOO past the company rental period?

After your benefit concludes, you can continue renting SNOO at your own expense. If we do not receive your SNOO at the end of the company rental period, your credit card will be charged the monthly fee until returned.

What do I use to ship SNOO back?

Please keep the SNOO's original box and inserts for your return. If needed, you can order replacement packaging for \$28.80 + shipping & handling by submitting a request [here](#).

Common Concerns

Is SNOO considered a medical device?

Yes. The FDA De Novo Approval qualifies SNOO as a legally authorized medical device in the United States ([ISI](#)).

Can a baby start in SNOO in they are not a newborn?

Yes, babies can start using SNOO anywhere up to 2-3 months of age. With older babies, it often takes 3-5 days to become accustomed to the new sleep sensations.

We recommend using the SNOO from 0-6 months. However, babies mature at different rates. So, premie babies, for example, may need SNOO for as long as 7 months.

Does SNOO have a baby weight limit?

Yes, 25 lbs.

Does the baby have to be removed from the SNOO sack in order to breastfeed?

No. When nursing, it's helpful to keep the baby swaddled if they are fussy and to remove it if they are too sleepy.

Is it easy to change a diaper when the baby is in the SNOO Sack?

Yes, the sack has a two-way zipper so you can change the diaper easily.

Are the higher levels of SNOO too fast for a baby?

Every baby responds differently to different levels of sound and motion. The SNOO app allows parents to customize the settings to their baby's preference.

SNOO is automatically set on *Motion Limiter*. That means, in response to fussing, the sound will automatically increase through all 4 levels...until the baby calms. But the motion is capped at moderate rocking, level 2. The SNOO can also be locked on any of the lowest 3 levels if the baby prefers a little faster rocking/more white noise all night.

The SNOO was designed to mimic a womb-like environment which is loud and active. Even at the highest level the bed only moves back and forth 1/4 of an inch. That is perfectly safe and quite similar to the motion a baby experiences inside Mom when she is walking up and down the stairs or the experience of a baby in a car being driven on a bumpy road.

Our Customer Care team is available 7 days a week to answer any questions and to help parents figure out the best setting.

Do babies get dependent on SNOO's motion/sound?

No! In the womb, babies have constant rocking (every time the mother breathes) and constant sound (as loud as a vacuum cleaner). So, suddenly being in a quiet, still bed for 14 hours a day is really weird for them. That is why babies love to be held, rocked, shushed, carried, go for walks, etc.

These rhythms are very important to keep babies happy, calm crying, and increase sleep... that's why so many parents have discovered that driving their baby in the car is an easy way to calm crying and boost sleep. By 6 months, babies are past the notorious 4-month sleep regression and their brains have doubled in size and they have learned better, longer, more consistent sleeping

patterns. By 6 months, SNOO has actually sleep trained them! That is why parents find their babies do best if they wait until 6 months to wean the baby to a crib.

What is the easiest way to wean the baby from SNOO?

By 3-4 months, most babies are ready for one or both arms to be freed (through the sack's little arm holes). As 6 months approaches, most are ready to practice sleeping *without* motion.

Teaching sleeping without motion is super easy... just turn on the **Weaning** setting in the app. This gives constant sound – all night – but no motion unless the baby starts fussing.

By the way, continuing white noise is a great way to boost your child's sleep for many, many years!

What is the reconditioning process of the SNOO?

We thoroughly refurbish the beds, so they are in *like-new* condition when shipped.

- **Vacuum:** A high-powered vacuum is used to remove any dust.
 - **Sanitize:** Hospital-approved, baby-safe products (used in nurseries and NICUs) are deployed to thoroughly sanitize each SNOO.
 - **Steam:** Ultra-hot steam—with a plant-based, hypo-allergenic, eco-friendly formula—deep cleans the mesh.
 - **Replace:** Each SNOO comes with 2 brand new, organic cotton sleep sacks (1 small + 1 medium), plus a new mattress, waterproof mattress cover and organic cotton fitted sheet. The mesh is regularly replaced, and the veneer is checked, repaired, cleaned.
 - **Safety:** We finish our work by fully testing, tuning, and certifying the SNOO, including all levels of motion and sound, safety clip sensors, etc.
- We also store SNOO in the box for two weeks before shipping for the highest level of safety.

What types of materials are used?

The sheets and sacks are certified organic cotton, and the bassinets pass very rigorous US regulations, verifying that they contain no lead, phthalates, and other undesirable materials.

Are there any issues with breakage or damage to units since they are rentals?

SNOOs are very durable and actual breakage is a rare occurrence. However, if there is an issue, we will send out a replacement bed. If the breakage is the result of damage caused by the family, there may be some fee deducted from the security deposit.

Useful Links

[Troubleshooting Questionnaire](#)

[Starting in SNOO](#)

[Swaddling](#)

[Weaning](#)

[White Noise](#)

[Motion](#)

[Repacking SNOO for Return](#)

[Storing SNOO Packaging](#)

[Security Deposit](#)

[SNOO Mobile App](#)

[FDA & Safety Information](#)