



FAQ

GENERAL:

Q: I used to buy the original ToidyMat. What improvements have made?

A: The New Improved ToidyMat is a whopping 3.5 times more absorbent, thicker and 6" longer. It is much nicer looking too – "so good looking you'll be tempted to leave them out for company".

Q: What is the difference between a HoidyToidy Mat and a New Improved ToidyMat?

A: No difference. The 39 gram HoidyToidy Mat started as a test product, as an upgraded version of the original 18 gram ToidyMat. Since it was so successful, we called it the 'New Improved ToidyMat', and we kept both product names so our HoidyToidy buyers could easily re-order.

FEATURES:

Q: How absorbent are they?

A: Our Product Testing shows that they are able to hold over 14 fluid ounces, which is over 10 times its weight in liquid. That's almost 2 cups of coffee! This liquid would otherwise end up on your floor or in the laundry.

Q: Does any liquid seep through?

A: No, the backing is water proof, and the specially formulated soft fluff fill causes the liquid to gel on contact to resist spreading.

Q: Will any liquid go over the edges of the ToidyMat?

A: All four straight sides of a ToidyMat have the waterproof backing extended beyond the absorbent material (the white part). Drips which run vertically down the front base of the toilet can be absorbed at the curved part where the white fill meets the toilet directly.

Q: Are they non-skid?

A: ToidyMats are made from waterproof, slip-resistant backing material with a matt finish. To further secure your mat, use the ToidyGrips provided - one pair free with every 20 mats...minimum two free pairs per order so all four corners are covered.

Q: Are ToidyMats thin?

A: Yes, surprisingly enough, despite being so absorbent, ToidyMats are very thin. The advantage of thinness is the minimal change in elevation, so they can be walked upon easily.

Q: What is the weight of one ToidyMat?

A: Approx. 38-39 grams or 1.34 - 1.37 ounces.

PURCHASING:

Q: Can I buy ToidyMats in stores?

A: No, not at this time. ToidyMats are only available through direct, on-line ordering from Amazon, Etsy & on ToidyMat.com.

Q: Do you sell in large quantities at a discount?

A: Yes, we sell a Double pack of 40, a Jumbo pack of 60 (3 packs of 20) and a bulk pack of 80 (4 packs of 20), and if you would like pricing on larger quantities, please contact us at ToidyMat.com for a quote.

TOIDYGRIPS:

Q: I may need extra ToidyGrips. How do I get more?

A: We provide one free pair of ToidyGrips with every 20 mats, but we supply a minimum of two pairs per order so all four corners are covered. You can order extra ToidyGrips by visiting our website ToidyMat.com.

Q: What are ToidyGrips made of?

A: ToidyGrips are made of a silicone gel, which makes them tacky, flexible, removable, washable and reusable.

Q: Can I use ToidyGrips for other purposes?

A: Sure, you can use ToidyGrips for light-weight purposes such as holding you cell phone onto a horizontal surface such as your car dashboard, or sticking paper notes to a wall.

SHIPPING:

Q: What shipping company do you use?

A: ToidyMat uses Canada Post, since they were more cost effective and versatile than private couriers.

Q: I have a PO Box, instead of a mailing address. Can you deliver to a PO Box in both the USA and Canada?

A: Yes.

Q. U.S.A. - I live in the US. When can I expect delivery?

A: Delivery timelines stated by Amazon are auto generated and not always correct. 'Canada Post regular delivery' states 5-8 business days to the U.S. Please add ToidyMat's initial preparation time of 1-2 business days.

Q: Canada - I live in Canada. When can I expect delivery?

A: Delivery timelines stated by Amazon are auto generated and not always correct. 'Canada Post regular delivery' states 2 to 13 business days, depending on how far away you live from our shipping area. Please add ToidyMat's initial preparation time of 1-2 business days.

Q: What is the weight of a 20 pack box of ToidyMats?

A: Just under 2 lbs (0.5 kilograms). This keeps shipping costs in the 'up to 500 grams' category.

RETURN POLICY:

Q: What if I no longer need them once I get them?

A: We will refund you within 30 days from receiving shipment. Please contact us DIRECTLY right away for fastest service. We appreciate that you tried us out, and we thank you for that. We will refund you the full purchase price of the product, but not the shipping costs.

Q: What if I ordered by accident?

A: Same as above.

Q: What if they are damaged during shipping?

A: If they are damaged, same as above, and furthermore, we will refund your shipping costs too.

Q: What if I just don't like them?

A: If they did not meet your expectation, same as above, and we will refund your shipping costs too.

TOIDYMAT.COM