

November 10, 2025

Dear Valued Customer,

As we approach the holiday season, we would like to share guidance to support uninterrupted supply and timely delivery of your orders throughout November and December.

To ensure we can process and ship orders ahead of the holidays, we recommend placing orders by the dates below:

**Recommended Order Dates for Holiday Shipping**

Holiday Period	Recommended Order Date	Notes
Thanksgiving Week	Wednesday, November, 19, 2025	Helps ensure availability and shipment prior to the holiday
Year-End Holiday Period	Wednesday, December, 17, 2025	Allows processing prior to reduced staffing and intermittent shipping

Please note: We will have ***reduced staff and intermittent shipping beginning December 23, 2025, through year end.***

If you anticipate any challenges meeting these dates, please reach out to our Customer Service team at 1-800-435-8316 or [accountsupport@medela.com](mailto:accountsupport@medela.com). We are committed to supporting your business needs and will work with you to find a solution where possible.

Thank you for your continued partnership.

We wish you and your teams a wonderful holiday season.

Warm regards,  
Your Medela Team