

WHAT'S IN THE BOX

- Pharma cooler & straps
- Extra bag liner for your milk
- Order label sticker
- Return shipping label



PRE-SHIPMENT CHECKLIST

- I am packing my cooler on a **Monday or a Tuesday**
- The time is before the **FedEx Express Cutoff** (varies by location)
- My milk is **frozen and packed tightly** into the cooler
- My **order label sticker** is attached to the plastic bag inside the cooler
- All **6x cooler panels** are in place around my milk (including the lid)
- The black strap(s) are **secured around the outside** of the white cooler (no tape needed)
- My **return shipping label** to Nourishy is attached to the outside of the shipping box
- I'm ready to transform my milk

Nourishy

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Nourishy

BREAST MILK SHIPPING INSTRUCTIONS




A Step-by-Step Guide to Properly Package Your Milk for Safe Delivery to Our Facility.



Important Notes Before You Begin

- Keep the outer cardboard shipping box. Leave the white box (the Nanocool insulated shipper) inside the outer cardboard shipping box. You will ship back to us in the same box setup that arrived at your door.
- Be careful not to damage the cooler walls or lid when opening the Nanocool insulated shipper. The specially insulated panels and lid of this cooler are vacuum-sealed, and in order to work properly, they must not be punctured, ripped, or torn in any way. If there is any damage to the exterior box, or the insulated shipper inside, report it to Nourishy immediately before using the package to ship your milk.
- Your milk must be frozen completely solid before packing into this insulated shipper. Pack your insulated shipper immediately before shipping and ensure that your milk is frozen solid when it is being packed. This cooler will keep your frozen milk frozen for at least three (3) days, but to ensure a successful shipping experience, your milk must be frozen solid when packed, and then shipped as soon as possible after packing.
- DO NOT SHIP ON WEDNESDAYS to FRIDAY! Plan to ship on Monday or Tuesday to avoid any potential shipping delays or weekend delivery complications. We track every shipment while in the air, and you will also receive tracking updates from Fedex.
- We ask that you pack your order and ship back to Nourishy within two (2) weeks of receiving the insulated shipper. If we don't receive your return shipment within thirty (30) days, we reserve the right to cancel and refund your order (less the cost of shipping and the insulated cooler). If you are unable to ship before then, please let us know to make alternate arrangements!

Packing Your Cooler

- 1** Release the Velcro strap(s) around the white Nanocool insulated shipper box, leaving them in place around the outside of the box. Please do not cut the straps!

Scan Me
- 2** Remove the lid from the cooler. There will be a plastic bag liner tucked into the cooler inside – please leave this in place. Make sure that none of the side panels of the cooler have fallen down during transit.
- 3** Open the second plastic bag liner that has been provided, and place inside the cooler.
- 4** Pack your frozen bags of milk into the bag liner while in the cooler. Pack your milk tightly into the cooler, taking care not to overfill the top of the cooler. The lid must be able to sit flush on top of the cooler.
 - No dry ice or ice packs are needed!
- 5** Use the provided order label sticker to close the top of your bag liner.
- 6** Place the lid back on top of the cooler. Make sure that the cooler lid sits flush on top of the cooler.
- 7** Close the flaps on the white Nanocool insulated shipper box, and secure with the Velcro straps.
 - The box flaps and Velcro straps will ensure that your lid stays on during shipping. Please do not use packing tape to attach the lid to the cooler, or to tape the Nanocool box shut.

Shipping Back to Nourishy

- 1** Close the flaps of the outer cardboard shipping box and use packing tape to secure.
- 2** Attach the return overnight shipping label to the outside of the cardboard shipping box, covering the old shipping label.
- 3** Drop-off your box at a Fedex depot, or contact us using the email below and we will book a collection for you.
 - If possible, we suggest dropping off directly to a Fedex branch (rather than a retail store that accepts FedEx packages). Dropping your milk off at these third-party locations may result in pick-up delays.
- 4** Ship on **Monday or Tuesday** to avoid any potential weekend shipping delays.
- 5** As soon as your order is received, it will be immediately inspected. You will receive an email from Nourishy confirming that we have received your order and that it passes our quality control standard (still frozen and no visible rips/tears/leaks).

Thank you for choosing Nourishy



If you have any questions or need assistance, please don't hesitate to contact Nourishy at 07 2111 8308 or hello@nourishy.com.au