



MILK STORK FAQs

How do I decide which option(s) to order?

- The 34 oz. Pump & Ship: This is a good option if you need to send home a daily supply of milk.
- The 72 oz. Pump & Ship: This is a good option if you have a stash of extra milk at home and/or you would like to send home more milk, less often.
- The 34 oz. and/or 72 oz. Pump & Totes: The Pump & Totes come with a tote bag to carry your Milk Stork cooler with you. They are a convenient option to support a short trip or to conclude a trip. The Pump & Totes are also a good option for weekend travel.

These options can be ordered in combination to meet your specific breastfeeding and travel needs.

Does Milk Stork provide breast milk storage bags? Can I use my own preferred brand of storage bags?

Each Milk Stork cooler comes with Lansinoh storage bags. The 34 oz. coolers include (6) Lansinoh bags and the 72 oz. coolers include (12) bags. If you would prefer to use a different brand of breast milk storage bags (other than the ones provided), we recommend Up n' Ups (Target brand) or NUK bags. Please make sure to pack enough of your preferred bags to support your trip and take care not to exceed the capacity of the Milk Stork cooler.

We do not recommend using Medela or Kiinde bags. Medela bags did not perform well in our testing with frequent leaks. Using Kiinde bags will reduce the amount of milk that you will be able to pack in the cooler.

How long will the Milk Stork cooler keep my breast milk refrigerated?

The Pump & Ship options provide at least 72 hours of refrigeration from activation.

The Pump & Tote options provide up to 60 hours of refrigeration from activation.

Can I use Milk Stork to ship frozen breast milk?

No. Milk Stork coolers are at refrigerated temperature.

How does my milk get shipped home?

Milk Stork Pump & Ships are labeled with FedEx Priority Overnight shipping labels. FedEx operates Monday through Saturday. FedEx does not operate on Sundays and certain holidays. Shipments sent on Saturday will arrive the following Monday.

FedEx Priority Overnight shipments originating from Alaska, Hawaii and/or rural locations may experience longer transit times.

Occasionally, weather and other unexpected events may cause disruptions to FedEx's Priority Overnight service capabilities and shipping times. Milk Stork cannot control for these disruptions.

Will I be notified when my Milk Stork Pump & Ship is tendered to FedEx? Or, when it has been delivered home?

For each shipment and tracking number in your order, you will automatically receive two emails from FedEx:

- FedEx Shipment Tendered
- FedEx Shipment Delivered

IF YOU DO NOT RECEIVE EMAIL NOTIFICATIONS FOR THESE EVENTS, IT MEANS THEY HAVE NOT OCCURRED.

- If your package has not been tendered to FedEx, immediately contact the party responsible for tendering the shipment to FedEx (i.e. hotel, destination office, etc.) to determine the status of the package and to confirm what measures will be taken to tender it to FedEx
- If your package has not been delivered to its final destination, please contact FedEx (800-GO-FED-EX) or www.fedex.com/us/track for the status of your package.

Where can I find my tracking numbers?

Tracking numbers for your shipments can be found in the following locations:

- In the shipping confirmation email, subject line: "Stork is on Its Way"
- By signing into your Milk Stork account
- On the automated FedEx notifications that you will receive from FedEx.
- On your Milk Stork Pump & Ship coolers

FedEx scans all packages that are tendered into its custody. To determine the status of your shipments, call 800-GO-FED-EX or visit www.fedex.com/us/track.

Occasionally severe weather and other unexpected disruptions can impact FedEx delivery times. FedEx tracking will indicate if a disruption has occurred. Milk Stork is not responsible for disruptions to FedEx's service capabilities.

Why do my Pump & Ship FedEx labels indicate "Saturday" delivery?

For all addresses that allow it, Milk Stork provides FedEx Priority Overnight "Saturday" delivery labels. Packages with these labels can be tendered to FedEx Monday through Friday for next day delivery and ensure that packages tendered to FedEx on Friday, will be scheduled for delivery on Saturday.

If your labels do not indicate "Saturday" it is because Saturday delivery is not available for the address on the label. If your package does not have a Saturday delivery label and is tendered to FedEx on Friday, it will deliver on Monday.

FedEx has indicated that my shipment has been delayed, what does this mean?

Occasionally, weather and other unexpected events can cause disruptions FedEx's Priority Overnight service capabilities and shipping times. Milk Stork is not responsible for these disruptions. The Pump & Ship coolers provide a minimum of 72 hours of refrigeration to accommodate unexpected delays that might arise.

Does Milk Stork schedule FedEx pick ups at my hotel or destination?

No. Because every travel itinerary is different, and every hotel has its own shipping and receiving procedures for FedEx, you must schedule the pick up directly with your hotel or destination office. If you will be having your hotel tender the package to FedEx on your behalf, make sure to note the name and

contact information of the hotel personnel assisting you. And, make sure to track the package to ensure that the hotel tenders the package to FedEx.

If your hotel or destination is unable to assist you with your FedEx shipment, you may use a local FedEx approved pick up location that works with your specific travel plans and schedule. These locations are widely available and can be found at www.fedex.com/us/locate

How much breast milk can I pack in each Milk Stork cooler? How much do the loaded coolers weigh and how big are they?

The Milk Stork 34 oz. cooler is 12" x 8" x 5" and holds approximately day's supply of breast milk. It weighs 6.4 lbs. at capacity.

The Milk Stork 72 oz. cooler is 12" x 8" x 8" and holds more than a two day supply of breast milk (for most moms). It weighs 9.6 lbs. at capacity.

How do I use the Pump & Tote for domestic air travel?

You may carry your Pump & Tote with you as a carry-on or as checked baggage. We advise moms to print TSA regulations directly from the TSA website and carry these regulations with you.
www.tsa.gov/travel/special-procedures/traveling-children

According to TSA regulations, "Ice packs, freezer packs, frozen gel packs and **other accessories required to cool formula, breast milk ...** are allowed in carry-on." Milk Stork coolers do not contain any dry ice or hazardous materials.

As a carry-on, your Milk Stork cooler and your milk WILL BE inspected. You may opt out of X-raying your milk, but you and your milk will be subject to additional inspections.

If you include your cooler in your checked luggage, it may be x-rayed and inspected outside of your presence.

Make sure to allow extra time for the screening process.

I missed FedEx's final pick up for my Milk Stork shipment home. What should I do?

Visit www.fedex.com/us/locate to locate other FedEx locations and pick up times in your area.

Can Milk Stork ship my breast milk to/from Alaska or Hawaii?

Yes. However, please note that Alaska, Hawaii and other rural areas will have longer transit times for FedEx Priority Overnight service.

Can Milk Stork support my international trip?

Milk Stork only provides services within U.S. If you decide to use a Milk Stork Pump & Tote to support an international trip it is the user's responsibility to research and understand the viability of using the Milk Stork cooler for her specific travel itinerary. Each international airport, customs agency and/or country-specific airport security agency has its own regulations for traveling with breast milk. Additionally, these regulations are often inconsistently and/or incorrectly enforced.

How do I pack my Milk Stork box? How does my baby's caregiver unpack the box?

You can also watch our How to Pack video at www.milkstork.com/howtopack.

My milk was spoiled upon arrival. What do I do?

Discard spoiled milk to ensure that it is not fed to your baby. Please contact us.

How do I dispose of my Milk Stork cooler?

The cardboard carton can be recycled. The cooling unit and Styrofoam insert can be discarded in the trash.

How does the Milk Stork cooler work?

Milk Stork coolers rely on the principle of evaporative cooling, continuously evaporating small quantities of water at low pressure over hours and days of operation. Water flow within the cooler is regulated – responding to ambient temperatures – which protects the cooler’s contents from external temperature fluctuations during shipping.

I will be traveling to multiple destinations during my trip. How should I place my order?

Orders must be entered individually for each destination.