



29 October 2024

Dear Valued Customer,

It is hard to believe, but the festive season is fast approaching!

Here at Nutricia we are already preparing and have commenced planning for our festive period coverage.

As this is an extremely busy period for customer orders, Nutricia would like to encourage customers to place their orders well in advance to ensure delivery before the Christmas break, and to allow sufficient stock to cover you until early in the New Year.

To ensure orders are delivered prior to the Christmas break, Nutricia recommends that **orders are placed before close of business Friday, 6th of December 2024.**

Due to the increased volume of deliveries occurring throughout the national transport system over this time, Nutricia will not be operating to standard lead time from the Friday, 6th December 2024 and is unable to guarantee that orders placed after **Friday, 6th of December 2024** will arrive at the specified delivery address before Christmas. Orders placed between 7th Dec '24 and 5th Jan '25 will continue to be processed, however may experience extended lead times.

Please note our Nutricia Customer Experience Team will be **unavailable** on the following days over the Christmas and New Year period:

Tuesday 24th December 2024 – Closed from 12 noon
Wednesday 25th of December 2024
Thursday 26th of December 2024
Tuesday 31st of December 2024 – Closed from 12 noon
Wednesday 1st of January 2025

At all other times our Nutricia Customer Experience Team will be operating as usual (Mondays to Fridays 9am – 5pm AEST). Normal ordering and delivery times will recommence from Monday 6th of January 2025).

Nutricia thanks you for your support through the year, and we look forward to working with you again in 2025.

We would like to take this opportunity to wish you a safe and happy festive season!

Kind regards,

The Nutricia Team

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Homecare team: homeau@nutricia.com

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