Dear Valued Customer,

Prolacta Bioscience recognizes the importance of protecting the environment and facilitating sustainable practices. As part of our ongoing efforts to reduce environmental waste, we are excited to announce our transition from disposable coolers to reusable coolers.

At Prolacta, we are committed to exceeding our customers’ expectations. The new, reusable coolers will eliminate waste in hospitals and reduce the labor costs associated with the disposal of the packaging materials. These coolers also hold up to 75 bottles, an increase in capacity that will help reduce multiple cooler shipments and lower freight charges.

Prolacta will begin shipping with the new cooler on June 1, 2015. Enclosed in the cooler, you will find detailed instructions and a pre-paid FedEx return shipping label. When you receive the cooler, remove the product from the cooler, reseal the empty cooler in the original box, attach the return FedEx label over the existing label, then schedule a FedEx pick-up. The coolers are returned via FedEx Ground at no cost to you.

We greatly appreciate your continued business and support and thank you for your commitment to providing human milk nutrition to the premature babies in your NICU.