



Memorandum

#15-014

TO: WIC Regional Directors
WIC Local Agency Directors

FROM: Amanda Hovis, Unit Manager
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: January 22, 2015

SUBJECT: Returning In-Warranty Medela Pumps

The purpose of this communication is to provide guidance on returning in-warranty Medela Pumps. The current procedures listed in the Breast Pump Reference Manual in Section 9 “Returning Breast Pumps to Vendors” Table 9.4, are still applicable, however we have become aware of some instances in which Medela has requested additional information. Below is a description and guidance on how to handle this issue.

Medela Customer Services Representatives requesting details on or direct contact with the pump user (WIC participant)

Medela Customer Service Representatives (CSR) are required to ask these questions of all callers in order to meet their standard process. As WIC Local Agency customers you are not required to provide this additional information. When you contact Medela, identify yourself as a Texas WIC customer and when asked for details on or direct contact with the WIC participant, let them know you are unable to provide that information, per WIC guidelines. Your response will be noted and the CSR will move forward with the process and provide a Return Authorization.

Medela Customer Services Representatives requesting an account number

Medela is only able to return pumps to customers who have account numbers. Local Agencies/Clinics who have ordered breast pump parts in the past directly from Medela are already set up with an account number and may use this number when returning a pump. Local Agencies/Clinics who do not have an account number will need to set one up at the time they contact Medela to return a pump. Once set up you will use this number for all future returns. This account number will apply to both returning an in-warranty pumps and ordering breast pump parts. When returning an in-warranty pump please clearly identify this as an “in-warranty return/replacement with no cost.” It will take about 8 minutes to set up an account. This initial replacement pump(s) will be shipped out in 7 to 10 days. Below is a list of the information that will be requested.

New WIC LA/Clinic Account

Bill to information:		Ship to information	
LA/Clinic Name:		LA/Clinic name:	
Address:		Address:	
Address:		Address:	
City:		City:	
State:		State:	
Post:		Post:	
Telephone:		Telephone:	
Contact Name		Contact name	
Contact Email		Contact	

If you have questions or need additional information, please contact Leticia De La Rosa, at Leticia.delarosa@dshs.state.tx.us or (512) 341-4567.