



Welcome to the Pump Parent FAQ, provided by the Alliance for Black NICU Families. Below, you'll find answers to common questions about our program and what to do when issues arise. **Thank you in advance for referring to this FAQ before contacting us.** It will provide us with the information needed to provide you with the best response possible as quickly as possible.

Q: How are the pump boxes shipped?

A: Once your application is approved, items are usually shipped within 48 hours but depending on holidays and weekends that time can increase to up to 5 business days. Delivery times may vary based on your location, but we work hard to get your breast pump to you as quickly as possible. **Note: As these pumps have lithium batteries we are required to ship everything by USPS Ground Advantage and therefore cannot send it any faster than that.**

Please note: We are depending on you to complete the quick feedback survey. We have placed a label on the pump box that includes a QR code to our quick feedback form to make this easy. We use this information to report to our funders and to raise more funds to keep the program going. **We are most grateful for your help with this!**

Q: The shipping notification shows the package is lost?

A: Please email us after checking your tracking information provided in the email that was sent to you when we shipped the pump. If it says delivered but you have not received it, please let us know and we will contact our shipping company.

Q: How can I get help with using the pump or have a broken pump?

A: If You Encounter an Issue Using the Pump:

- **1. View the Elvie Support Page [HERE](#).**
- **2. You can also contact Elvie Support.** Elvie has noted to us:
- They can help troubleshoot problems and help with defects and replacement parts during the warranty period.
- They request a purchase receipt but please tell them that you received this pump as a gift from the Alliance for Black NICU Families. If they continue to be difficult, please contact us at contact@blacknicufamilies.org
- Elvie pumps have a 2 year warranty and all accessory parts have a 90-day warranty.
- Contact information for Elvie Support by Phone:
- Customer Care
- **Support available 24 hours a day, seven days a week**
- **Call: 929 239-3212**
- **Spanish language support available Monday to Friday 4am to 1pm ET**
- **Call: 929 436-4583**

Q: The package arrived and it was damaged. What should I do?

A: If the shipment arrives damaged to the point that the pump itself is damaged:

- **PLEASE NOTE:** If the box is damaged to the point of damaging the **products inside to the point of inability to use the product**, please do the following so a substitute pump may be shipped out as quickly as possible :
- **Pictures.** Take pictures of the box(es) damage, the label on the box and of the products as well and send them to us at your earliest convenience at contact@blacknicufamilies.org
- **Describe** the damage in detail.
- **Tell us the date the package was received, tracking number.**
- **This one is important:** Please do **NOT throw away the box or the product**. It may need to be inspected by a shipping contact in order for us to get a claim fulfilled with the shipping company.
- **Provide us** with your shipping address, your phone number and your best email address so we can contact you, ship a new pump and more.
- **Email the above details to contact@BlackNICUFamilies.org**