



Medline Industries, Inc.
One Medline Place
Mundelein, IL 60060

1.847.949.5500
1.800.MEDLINE (633.5463)

medline.com

How To Return Your Owned Medline Pump

The purchased enteral pumps listed below are eligible for return through Medline Industries, Inc.

EntraFlo or Compat Feeding Pump	EntraFloH2O or DualFlo Feeding Pump
DOY/ENT199235	DOY/ENT199255

To return an owned Medline feeding pump that is malfunctioning, please set up a return for the pump(s) using our on-line pump return form located at <https://www.medline.com/pages/enteral-pump-form/>.

To complete the return, you must have the following information ready:

1. Account number
2. Medline pump item number, quantity of pumps
3. Serial number of the pump(s)
4. Contact information of the person initiating the request

NOTE: EFFECTIVE 6/1/2019, THE OUT OF WARRANTY REPAIR FEE WILL BE \$150.00

Next Steps:

1. If the pump was purchased within the last 12 months and is within the 1 year warranty period, Medline will repair the pump at no charge. Any pump damages found to be caused by misuse, neglect or abuse will be charged to the customer, even for pumps within warranty. Only defects and malfunctions are covered during the warranty period.
2. For out of warranty repairs, customer will need to provide Medline a PO number for the repair charge. All out of warranty repairs are charged a flat rate \$150.00 repair fee per pump.
3. Upon receipt of the repair PO, Medline will provide the customer with call tag(s) to send the pump(s) back to our repair facility.
4. Customers can expect to receive their owned pump back within 15-20 business days of receipt at our repair facility.

Questions or Concerns?

Call: 1.800.950.0128

Email: enteralpumpreturns@medline.com