



Customer Service - Hours of Operation - EST

Date	Hospital & Diabetes Customer Service
Friday December 22, 2023	Normal Operations
Monday December 25, 2023	Closed
Tuesday December 26, 2023	Closed
Wednesday December 27, 2023	Normal Operations
Thursday December 28, 2023	Normal Operations
Friday December 29, 2023	Normal Operations
Monday January 1, 2024	Closed
Tuesday January 2, 2024	Normal Operations

Distribution Centre - Hours of Operation - EST

Date	Hours of Operation
Friday December 22, 2023	Normal Operations
Monday December 25, 2023	Closed
Tuesday December 26, 2023	Closed
Wednesday December 27, 2023	Normal Operations
Thursday December 28, 2023	Normal Operations
Friday December 29, 2023	Normal Operations
Monday January 1, 2024	Closed
Tuesday January 2, 2024	Normal Operations

Shipping Schedule - FedEx Canada

Pick Up Date from DC	Ship Date from FedEx Hub	Delivery Date (Estimated)
Friday December 22, 2023	December 27, 2023	December 28- 29, 2023
Monday December 25, 2023	Closed	Closed
Tuesday December 26, 2023	Closed	Closed
Wednesday December 27, 2023	December 27, 2023	December 29, 2023
Thursday December 28, 2023	December 28, 2023	January 2-3, 2024
Friday December 29, 2023	January 2, 2023	January 4-5, 2024
Monday January 1, 2024	Closed	Closed
Tuesday January 2, 2024	Normal Operations	Normal Operations

Note: Medtronic's Emergency After Hours Services (**Hospital**) will continue to be available throughout the holiday period to serve urgent/patient critical order fulfillment requirements