

## RE: Product Backorder Notice

Dear Valued Aveanna Customer,

This message is from Aveanna Healthcare Medical Solutions (“AHMS”). We are writing to inform you of a supply shortage regarding your **Moog Infinity Orange 100ml feeding bag sets** (Item # INF0100-E).

Moog Medical, the manufacturer of the Moog Infinity Orange 100ml feeding bag sets, is currently facing supply chain challenges impacting the availability of this item. As a result, intermittent backorders of the Moog Infinity Orange 100ml feeding bag sets are expected to last a few weeks.

To minimize any disruption to your care, AHMS is working to provide available alternatives when needed. Due to this manufacturer backorder, your upcoming order may include **Moog Infinity Teal 500ml bag sets** (Item # INF0500-E) as a substitute. If you receive this alternative, please ensure you fill the bag to the appropriate level to deliver the correct feeding quantity as prescribed.

We are committed to resuming the supply of the 100ml bag sets as soon as they are back in stock.

For additional support or product inquiries, you may contact the manufacturer, Moog Medical, directly at 1-800-970-2337. Their support team is available 24/7.

Should you have any additional questions or concerns, you may also contact AHMS toll-free at (866) 883-1188 during our normal business hours: Monday through Friday, 7:00 AM to 7:00 PM CST, or Saturday, 8:00 AM to 1:00 PM CST.

Thank you for trusting AHMS with your in-home care.

Sincerely,

*-Aveanna Healthcare Medical Solutions*

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-255-8360 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-255-8360 (TTY: 711)。

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Aveanna Medical Solutions, 2460 E Germann Road | Chandler, AZ 85286  
p: 866 883 1188 | [aveannamedicalsolutions.com](http://aveannamedicalsolutions.com)