

IMPORTANT PATIENT INFORMATION ABOUT HURRICANE SANDY

At Animas Corporation, our patients' health and safety is our primary concern.

We want to alert you that due to Hurricane Sandy, you may experience delays in the shipment of your supply order if you are in a delivery area impacted by the storm. As you may know, many shipping carriers including Federal Express and UPS were closed on Monday, Oct. 29 and on Tuesday, Oct. 30. Orders with an expected delivery date of November 1, and that are outside of the affected delivery areas, are not impacted at this time.

If you have a tracking number for your order, please check your shipping carrier's website for an anticipated delivery date. If you have questions about an alternate form of insulin delivery due to a delay with your order, please contact your Healthcare Professional immediately or go to your nearest Urgent Care facility.

Technical Support is available 24/7 by calling the number on the back of your device and selecting option 1.

We apologize for the delay, and are doing everything within our control to ensure you receive your supply order as soon as possible. We appreciate your patience.

FREQUENTLY ASKED QUESTIONS

Why is my shipment delayed?

Hurricane Sandy has caused shipping delays due to weather conditions affecting the delivery of your supply order. Your order is important and we are doing everything possible to avoid interruption in your replacement or routine supply order. Animas is not experiencing any delay in your order fulfillment but is dependent on your carrier's ability to deliver your order.