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Customers Enjoy Fast, Free and Flexible Order Fulfillment

NorthShore® Care Supply now offers convenient in-store pick up for customers

(Buffalo Grove, Ill.) - Shopping for incontinence products can be difficult and confusing for many of the 80 million people living with bladder or bowel dysfunction in the U.S. That is why NorthShore Care Supply, headquartered in suburban Chicago, offers customers convenient delivery options via FedEx, including the option to pick up at one of many convenient retail locations if they don't want to be home or have packages sitting unattended on their doorstep.



This option, called FedEx Hold at Location, has become very popular since launching in summer 2019. Already, thousands of NorthShore customers have selected the option to pick up their orders at a FedEx retail location, including FedEx Office, local grocery stores and pharmacies instead of having them delivered directly to their homes.

“Our NorthShore adult diapers are necessary medical supplies that must arrive on-time, be easy to locate and remain 100 percent discreet,” says NorthShore President Adam Greenberg. “FedEx Hold at Location is the perfect solution and our customers are very appreciative that they have one less worry as they manage life with moderate to severe incontinence.”

“FedEx Hold at Location gives customers the option of picking up their orders at one of more than 14,000 convenient retail locations nationwide, including FedEx Office and other participating retailers,” says Dennis Shirokov, vice president of Retail and Consumer Marketing, FedEx. “Recipients can also enroll in FedEx Delivery Manager to customize their home

deliveries to fit their schedules, including requesting a delivery time and place, signing for a package electronically and leaving delivery instructions.”

Using FedEx Hold at Location is easy, secure and available at no additional cost. Customers can indicate they want their order shipped to a FedEx Hold at Location during checkout. And, just like all NorthShore orders, items placed for pick up at a Hold at Location benefit from real-time tracking.

“We are here for our customers,” Greenberg says. “Whatever they need, NorthShore is here for them.”

NorthShore Care Supply is recognized as one of the “Best Online Shops 2020” by *Newsweek* and “Top 1000 Internet Retailers of 2019 in North America” by *Internet Retailer*. In addition to visiting www.NorthShore.com, customers can place orders by calling 800-563-0161 and use the available chat, email and SMS text options. Customer Care representatives are happy to offer personalized consultations to ensure customers have the right products for their needs.

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About NorthShore Care Supply

NorthShore Care Supply was founded in 2002 by Adam Greenberg after family members struggled to manage their incontinence with retail adult diapers. NorthShore® is the leading direct-to-consumer brand of high absorbency adult diapers and incontinence supplies in the U.S. providing peace of mind to those with moderate to severe incontinence. NorthShore is committed to #EndHealthStigma to help 80 million Americans living with some form of bladder or bowel dysfunction. For more information, call 800-563-0161, visit www.NorthShore.com, or follow us on LinkedIn and Facebook @NorthShoreCareSupply, Twitter @NorthShoreCare, and on Instagram @NorthShoreCare.