

Instructions for Returning Fresenius Kabi Samples Associated with Complaint Analysis

Contents of Sample Return Kit

- 1 Shipping Box
 - 1 White Styrofoam Needle Box (if reported issue was needle related)
 - 1 Domestic or International Shipping Label (may contain more than 1 page)
 - 3 Pro Forma Invoices (if shipping Internationally - Please note: San German is **domestic** and will not include these)
 - 1 Copy of Performance Report
 - 2 Biohazard plastic bags with absorbent pads
- **Please use universal precautions when packaging disposable products.**
 - **Viral marker results are not required, however samples that are known or suspected to be positive for any infectious disease CANNOT be returned!**
 - **If you need product return supplies or performance reports, contact Fresenius Kabi Product Complaint and Support at 800-933-6925. Performance Reports can also be acquired at <https://www.fresenius-kabi.com/us/report-a-medical-device-product-quality-issue>**

NOTE: In an effort to effectively evaluate your sample, it is important that samples associated with the complaint be returned to us immediately. For the safety of everyone, samples that are not properly decontaminated and packaged will not be evaluated.

Sample Packaging Instructions



1

If the sample has been in contact with blood or bodily fluids, wipe the exterior and all contaminated surfaces of the sample with a 10% bleach solution or an equivalent alternative.



2

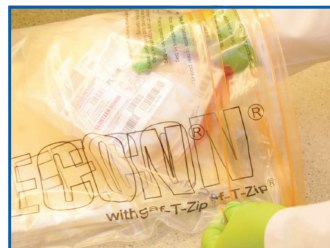
Remove all needles and discard according to your local procedures (unless the report is regarding the needle**).

***If related to needle, please remove needle, and place it within the white Styrofoam box provided before placing it into the shipping box.*



3

All tubing that would allow blood or fluid to leak from the kit must be sealed. Blood containers that are leaking should be drained.



4

For all other samples: Sample bags have been provided already double bagged (with absorbent pads). Ensure sample is placed within the innermost bag (with the absorbent pad).





5

A copy of the product performance report was included with the return shipping label. Include this copy by placing it in the outside pouch of the sealed biohazard bag that contains the return sample.

6

*****Each box/tracking number is related to a specific complaint or complaints. **To prevent any delays in processing, please ensure only the samples matching the performance reports originally provided in the box are returned. Adding additional samples to the box will result in mismatched samples/delays.**



Fenwal		Proforma Invoice #	
Invoice No.		Invoice Date	
Customer		Invoice To	
Product Name		Product Code	
Quantity		Unit Price	
Total Amount		Total Amount	
Signature		Signature	
Name		Name	
Date		Date	

7

Ensure that the return carrier shipping label is properly inserted in the pouch on the shipping box. **If the shipping label is more than one page, please include all pages in the document pouch.** If three Pro Forma Invoices were provided, sign and date each form and insert all three behind the shipping label documents. Contact the carrier for pickup. Non-United States locations should sign the airway bill (if provided).

Please Note: If the shipment is for more than one box, an extra consignee label is added for each box after the first. In this case the labels are marked box 1/2, 2/2, etc.

NOTE: Complaint number is on the shipping label unless it is for multiple samples.

If you have any questions, please contact Fresenius Kabi Product Complaint and Support Team toll free at 800-933-6925.



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