

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).



