

Instructions for Returning Fresenius Kabi Samples Associated with Complaint Analysis

Contents of Sample Return Kit

- 1 shipping box
 - 1 Domestic or International shipping label
 - 1 copy of performance report
 - 2 biohazard plastic bags (red or clear) 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).



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

To prevent any delays in processing, please verify that the complaint number on the shipping label and performance report match, and that the correct kit is boxed prior to the sample shipment.



7

Ensure that the return carrier shipping label is properly inserted in the pouch on the shipping box. Contact the carrier for pickup. Non-United States locations should sign the airway bill (if provided).

NOTE: Complaint number is on the shipping label.

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



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