

Warmed Surgical Return Form

Dear Customer,

To ensure your return is processed, please ensure the following steps are completed:

1. Obtain a Return Merchandise Authorization (RMA) number from customer service
2. Complete this Return Form and enclose it in the return box
3. Complete and sign the below Certification of Sterilization / Attestation of New Items

Please note that we are not able to process any returns received without all of the above. Incomplete returns will remain unprocessed (without credit, repair or replacement) at our warehouse until all requirements have been completed.

RMA #		Return Date	
Customer Name & Address:			
Item #	Return Quantity	Return Reason & Comments	Requested Action (Credit, Repair, Replace)

Example return reasons: 1. No Longer Needed; 2. Physician Style/Pattern Preference; 3. Wrong Item Sent; 4. Return of Trial/Sample 5. Warranty Claim; 6. Other (Please be specific)

Certification of Sterilization / Attestation of New Items

The Occupational Safety and Health Administration (OSHA) of The United States Department of Labor requires all used surgical instrumentation to be sterilized prior to shipping as part of Standard Number 1910.1030 (“the Bloodborne Pathogens Standard”) of Title 29 of the Code of Federal Regulations.

The Bloodborne Pathogens Standard requires the use of appropriate sterilization on potentially contaminated surgical instrumentation prior to transportation. The aim of the standard is to ensure that the surgical instrumentation is in a condition that makes it safe to be handled by all personnel who may have contact with it during transit and subsequent handling. All unsterilized surgical instrumentation has the potential to have exposure to blood or other potentially infectious bio debris and materials that may cause harm to those persons exposed to the instruments during transit and subsequent handling.

In adherence to Federal Standards, Jack Surgical only accepts returns of products in following conditions:

1. Unused surgical instruments in original packaging
2. Sterilized instruments that are free of all potentially contaminated materials

Returns of products will not be accepted if they show evidence of contamination through the presence of blood pathogens, bio burden, or any other debris. In addition, all surgical instrumentation should be properly secured in individual plastic bags.

PLEASE ATTEST THE CONDITION OF THE RETURNED SURGICAL INSTRUMENTS

- The enclosed surgical instruments are **UNUSED & UNPROCESSED** and in their original packaging
- The enclosed surgical instruments are **USED** and have been **STERILIZED** according to Occupational Safety and Health Administration approved protocols

Signature: _____

Printed Name: _____

Phone Number: _____

Email Address: _____

Title: _____

Date: _____