Fresenius Medical Care

RETURNED GOODS AUTHORIZATION (RGA) POLICIES AND PROCEDURES

To our valued customers:

The following information is an overview of the Terms and Conditions regarding the return of parts. Please take a moment to review this material to help us ensure that you receive proper credit for returned parts.

1. Parts returned under the Exchange Program for credit should be in repairable and/or reusable condition. Credit cannot be issued for parts that are received damaged or otherwise non-repairable. In such circumstances, you will be notified in writing of any item which is non-repairable.

2. Parts under the Exchange Program must be returned to Fresenius under a Returned Goods Authorization (RGA). Upon your request, an RGA will be processed by a Fresenius Customer Service Representative at the time of your order. The RGA number will be referenced on the order form enclosed with the replacement part. If you do not request an RGA at the time of your order, an RGA can be requested within 90 days of the date of purchase. Every part returned to Fresenius must have a corresponding RGA.

3. Exchange parts, under an RGA, must be returned to Fresenius within 90 days of the purchase date for proper credit. Parts received in excess of 90 days will not be credited and the associated RGA will be cancelled. Freight charges are the responsibility of the purchaser.

4. With every RGA order a Material Traveler Tag is included with the replacement part. This yellow tag is important since it provides us with necessary information to process your credit. In situations in which the part(s) cannot be repaired and credit cannot be issued, please indicate on the Material Traveler Tag whether you wish to have these parts returned to you or discarded. Return freight charges are the responsibility of the purchaser.

5. Please take time to fill in the Material Traveler Tag and securely attach it to the part(s). If either the Material Traveler Tag or RGA form is not enclosed with the replacement part(s), please contact the Parts Customer Service Department at (800) 227-2572, extension 7004. A Customer Service Representative can fax you a copy of the RGA or we can provide the RGA number to be recorded on the Material Traveler Tag.

6. To properly credit your account, parts must be returned with the RGA number and completed Material Traveler Tag. If either of these items is not included we cannot process your credit. Parts returned to Fresenius but not recorded on the RGA will not be credited.

7. **Replacement parts under warranty must be returned to Fresenius within 30 days. Warranty parts not returned to Fresenius within 30 days will be invoiced at list price. Returned parts that are not actually under warranty, based upon the manufacture date, will also be invoiced at list price.**

Should you have any questions regarding this material, our Customer Service Representatives are available to assist you.

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GENERAL INSTRUCTIONS TO RETURN PARTS

1. The computer generated RGA in most cases will be included in the box with your replacement parts. There will be one copy of the RGA.

2. Complete the **MATERIAL TRAVELER TAG** and securely attach to the part.

3. Only those parts listed on the RGA are eligible for return. Hand written additions will not be credited without prior authorization from the Customer Service Department.

4. Items listed as "Warranty Replacement Items" must be returned within 30 days to avoid invoicing.

5. Items listed as "Credit Due Item" must be returned within 90 days from the date the parts were originally ordered. After 90 days the RGA will be deleted from the system, and no credit will be issued.

6. All items on a single RGA form must be returned together.

7. Please pack returns to arrive safely. Damaged or unusable parts will not be credited.

8. Please use the bright **ORANGE** address label to return parts. If possible, use the same box in which your replacement parts were shipped.

9. Indicate the total number of boxes in you shipment of the Returned Goods Label.

10. Clearly write the RGA number of the Return Goods Label.

11. Be sure all boxes are marked sequentially.

12. Parts purchased from vendors other than Fresenius will not be accepted under Fresenius Returned Goods Policies and the use of such parts will void all applicable warranties.

13. **PLEASE SHIP YOUR RETURN WITH THE FREIGHT PREPAID**
(You may choose any of the carriers or postal service for your returns.)

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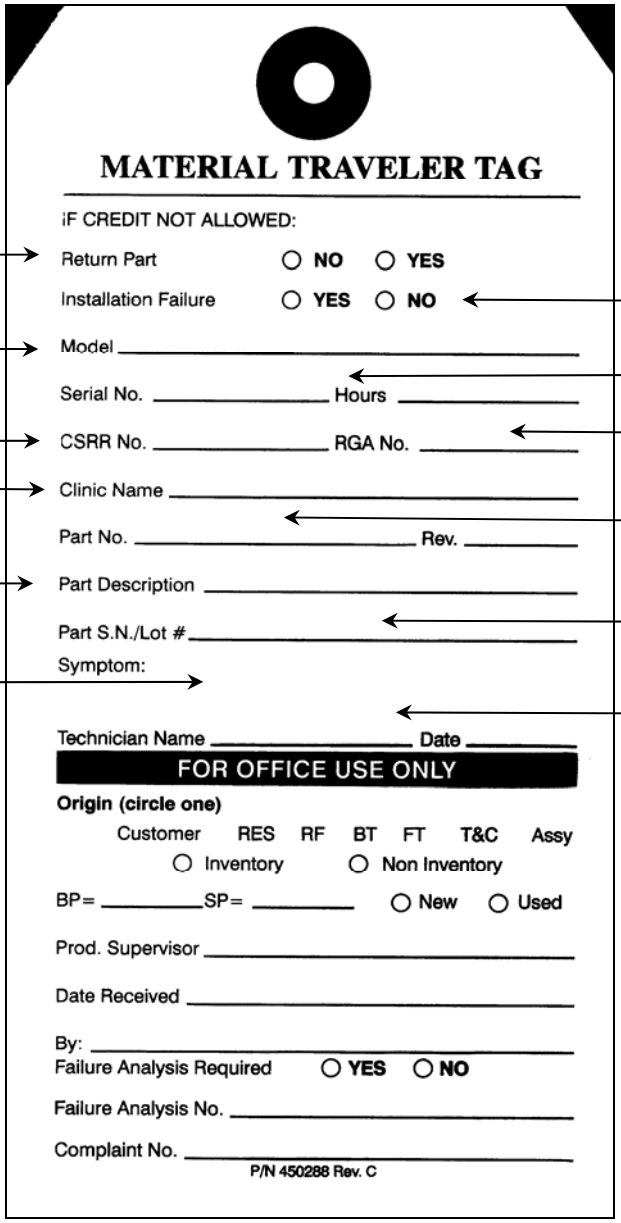

MATERIAL TRAVELER TAG

IF CREDIT NOT ALLOWED:

Return Part ○ NO ○ YES

Installation Failure ○ YES ○ NO

Model _____

Serial No. _____ Hours _____

CSRR No. _____ RGA No. _____

Clinic Name _____

Part No. _____ Rev. _____

Part Description _____

Part S.N./Lot # _____

Symptom:

Technician Name _____ Date _____

FOR OFFICE USE ONLY

Origin (circle one)

Customer RES RF BT FT T&C Assy

○ Inventory ○ Non Inventory

BP= _____ SP= _____ ○ New ○ Used

Prod. Supervisor _____

Date Received _____

By: _____

Failure Analysis Required ○ YES ○ NO

Failure Analysis No. _____

Complaint No. _____

P/N 450288 Rev. C

PLEASE INDICATE IF

MODEL IF APPLICABLE

REPAIR RECORD# IF APPLIES

YOUR FACILITY NAME

NAME OF PART

CRITICAL - PLEASE WRITE THE PROBLEM/SYMPTOM

OUT OF BOX FAILURE?

MACHINE S/N & HOURS

RGA NUMBER

PART NUMBER

S/N OF PART IF APPLIES

YOUR NAME AND DATE