

Device Return

- Devices are returned to the Sponsor for several reasons which include but are not limited to:
 - Product expiration
 - Device malfunction
 - Shipping/ordering error
 - Inventory return/exchange

1. What Do I Do if I Need to Return a Device/Devices?

- All returned devices must have an RGA (Returned Goods Authorization) number. Please ask your **Field Clinical Specialist** to create one on case day or reach out to your **Site Manager**.
 - Note: product may be returned for many reasons (device deficiency, expiration, site transfer, etc.).**

2. Where Do I Record the RGA Number?

- In the appropriate column of the Device Accountability Application (screenshot below)
- AND** somewhere visible on the packaging of the return devices

Unique ID Site ID	Product Code Description Order#	Query/ Monitor Status	Lot# Expy Date	Subject ID	Disposition Date	Deficient	Used	Disposed	Returned	RGA	Transferred	Other
#3833 TEST2	TESTPRODUCT - Used for development O-240125074143		TST-101 5/15/2024		12/31/2001	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	RG	<input type="checkbox"/>	
#3761 TEST2	TESTPRODUCT - Used for development O-240117155550		TST-101 5/15/2024		12/31/2001	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	
#3687 TEST2	TESTPRODUCT - Used for development O-240103112713		TST-101 5/15/2024		12/31/2001	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	
#3538 TEST2	TESTPRODUCT - Used for development O-231121083818		TST-101 5/15/2024		12/31/2001	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	
#3530 TEST2	TESTPRODUCT - Used for development O-231120074825		TST-101 5/15/2024		12/31/2001	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	
#2873 TEST2	TESTPRODUCT - Used for development O-230809184819	✓	TST-101 5/15/2024		12/31/2001	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	
#2874 TEST2	TESTPRODUCT - Used for development O-230809184819	✓	TST-101 5/15/2024		12/31/2001	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	
#2936 TEST2	TESTPRODUCT2 - Used for development		TST-101 5/15/2023		12/31/2001	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	

29 items

Site Number / Name
TEST2 - TEST2 National Health

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3. How do I get a return shipping label?

- Use return labels included with original product shipment OR
- Reach out to the Site Manager or **Field Clinical Specialist**
 - Site Manager** or **FCS** will generate the return shipping label with FedEx and send it to the site contact via email
- Print the shipping label and place it on the original device packaging
 - Write RGA number somewhere visible on the device packaging
- Use the Other box to enter a return date and tracking number for all returned product

4. What Do I Do if There was a Device Deficiency?

- Check off the appropriate box on the Device Accountability Log

- Note: not all product with a device deficiency needs to be returned.
- Record the device deficiency in EDC

Unique ID Site ID	Product Code Description Order#	Query/ Monitor Status	Lot# Expy Date	Subject ID	Disposition Date	Deficient	Used	Disposed	Returned	RGAs	Transferred	Other
#3833 TEST2	TESTPRODUCT - Used for development O-240125074143		TST-101 5/15/2024		12/31/2001	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	RGAs		<input type="checkbox"/>
#3761 TEST2	TESTPRODUCT - Used for development O-240117155550		TST-101 5/15/2024		12/31/2001	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
#3687 TEST2	TESTPRODUCT - Used for development O-240103112713		TST-101 5/15/2024		12/31/2001	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
#3538 TEST2	TESTPRODUCT - Used for development O-231121085818		TST-101 5/15/2024		12/31/2001	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
#3530 TEST2	TESTPRODUCT - Used for development O-231120074825		TST-101 5/15/2024		12/31/2001	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
#2873 TEST2	TESTPRODUCT - Used for development O-230809184819	✓	TST-101 5/15/2024		12/31/2001	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
#2874 TEST2	TESTPRODUCT - Used for development O-230809184819	✓	TST-101 5/15/2024		12/31/2001	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>
#2936 TEST2	TESTPRODUCT2 - Used for development		TST-101 5/15/2023		12/31/2001	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>

29 items

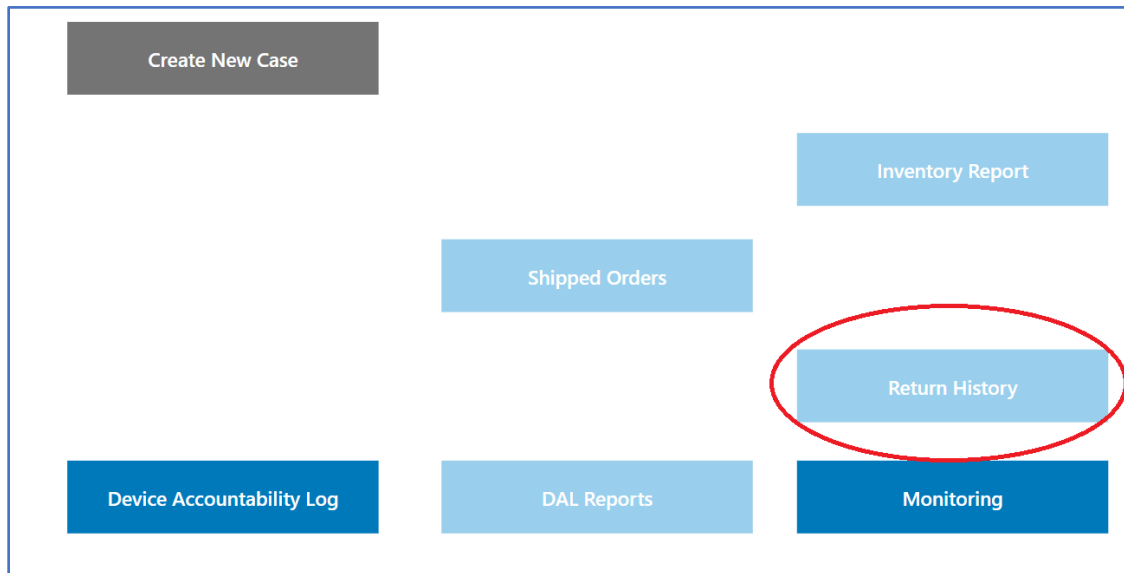
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5. How do I generate a report for returned products?

- Once Conformal Medical has confirmed receipt of the returned product, a RGA slip will be uploaded into the Device Accountability App that is available to download.
- Click “Return History” to view



You will be shown a list of available RGAs for viewing and download.

Note: RGAs initiated prior to August 2025 will not be available for download in the IP App.

Available RGA Documents

TEST1-TEST1 Regional Institute



Filter by RGA Number

TEST1 Regional Institute

RGA# 5555

Uploaded: Mar 31, 2025

5555

RGA# 08570

Uploaded: Mar 31, 2025

08570

2 found