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

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

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

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
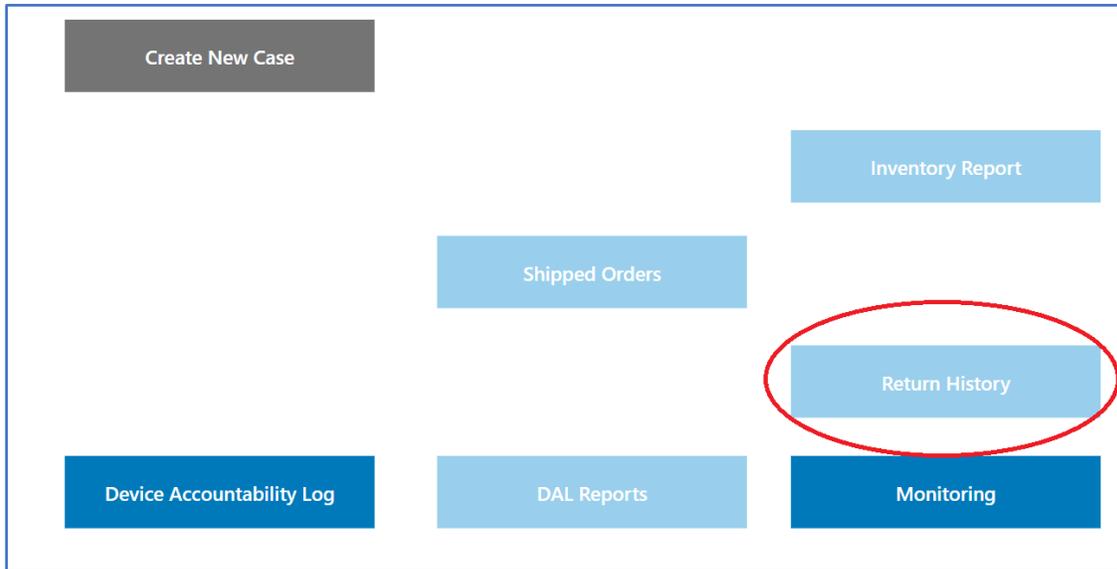
You will be shown a list of available RGAs for viewing and download.
Note: RGAs initiated prior to August 2025 will not be available for download in the IP App.

Available RGA Documents

TEST1-TEST1 Regional Institute ⌄   Filter by RGA Number

TEST1 Regional Institute
RGA# 5555   5555 ⬈
Uploaded: Mar 31, 2025

RGA# 08570   08570 ⬈
Uploaded: Mar 31, 2025

2 found