conformal™ The Shape of Stroke Prevention	**Title:**
	MOP 8a – Device Return

Device Return

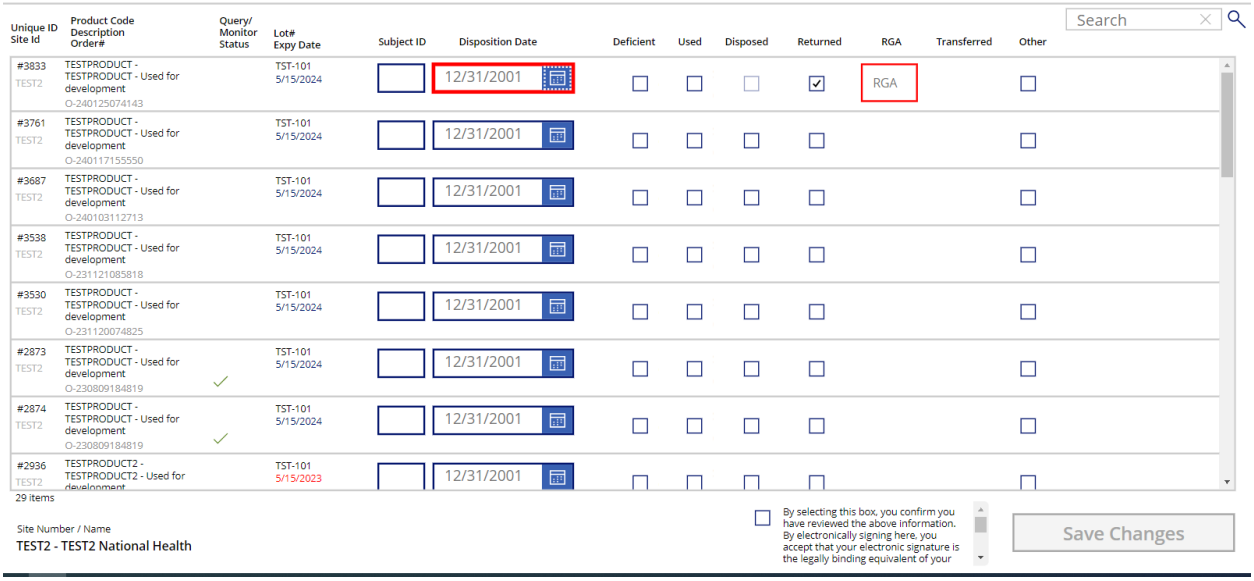
- Devices are returned to the Sponsor for several reasons which include but are not limited to:
  - Product expiration
  - Device malfunction
  - Shipping/ordering error
  - Inventory return/exchange

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

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