





Dowel Return Policy

CRITERIA FOR COMPLIANT RETURN OF DOWELS FROM LIFENET HEALTH

Héma-Québec reserves the right to refuse the granting of a credit if the conditions of the present policy are not respected or if the returned allograft is received damaged, as determined by the supplier.

-  The return must be **requested, authorized and coordinated with Héma-Québec** before being initiated. Héma-Québec provides all the necessary documentation for the return, including the return authorization number (RMA).
-  The allograft must be returned in its **original packaging**, which must be intact, unaltered, unopened, with its original label and instructions/insert intact. The allograft must be unexpired and without any signs of alteration.
-  Returns must be **requested within 30 days** of receipt at your hospital centre.
-  Once the allograft has been received and deemed compliant by the supplier, a credit will be issued by Héma-Québec.

TEMPERATURE AND STORAGE CRITERIA FOR ELIGIBLE RETURNS

Allografts must have been stored according to the following requirements:



Preservation	Temperature criteria
Freeze-dried or <i>Preservon</i>	Room temperature: 10°C to 37°C
Room temperature	Room temperature: 15°C to 30°C

ALLOGRAFTS NOT ELIGIBLE FOR RETURN

Allografts that have expired, been received damaged, or are past the 30-day return period, or that have undergone temperature excursions will not be accepted and therefore not eligible for a credit note.

Return Instructions

It is important to keep the original shipping box.

STEP 1 - REQUEST A RETURN FROM HÉMA-QUÉBEC

Contact the Human Tissue Customer Service team by e-mail: tissus@hema-quebec.qc.ca or by phone: 1 800 267-9711, ext. 2510.

Provide the following information:

- SKU numbers and number of allograft(s) to be returned
- Serial number(s)
- Order number(s)

Wait for Héma-Québec's confirmation and return instructions before proceeding with the next steps.



STEP 2 - PREPARE THE SHIPMENT

Once the return has been approved by Héma-Québec, we will send you the RMA along with return instructions and documents.

- Place the allograft(s) to be returned in the original shipping box.
- Print out the FedEx packing slip received by e-mail, insert it in the self-adhesive envelope and stick it to the box.
- **Print 3 copies** of the customs clearance documents (Commercial Invoice and American Goods Returned Importer's Declaration) and place them in the envelope with the FedEx slip.
- Write the **RMA number** received by e-mail on the box.

STEP 3 - FEDEX SHIPMENT

- Contact FedEx to schedule pickup
- Inform the carrier that you have a pre-printed return slip.

Return address



LifeNet Health

Attention:

Returns
845 Airtech Parkway - Suite 198
Plainfield, IN - USA - 46168