

# MEDICAL DEVICE RETURNS



## Enabling the time-definite return of used, defective implants and surgical instruments for analysis and investigation

When an implantable device or surgical instrument fails, it must be analyzed and a regulator report issued within a limited timeframe. This means compliantly packaging and swiftly transporting items in unaltered condition to an assessment location.

### TYPICAL BUSINESS CHALLENGES

- Maintaining device integrity
- Securing fast, reliable transportation
- Achieving compliance for packaging & shipping
- Adhering to employee health & safety standards
- Enabling standardized, secure processes

**EXTREMELY  
URGENT**

**DHL**

REFRIGERATE  
UPON  
ARRIVAL

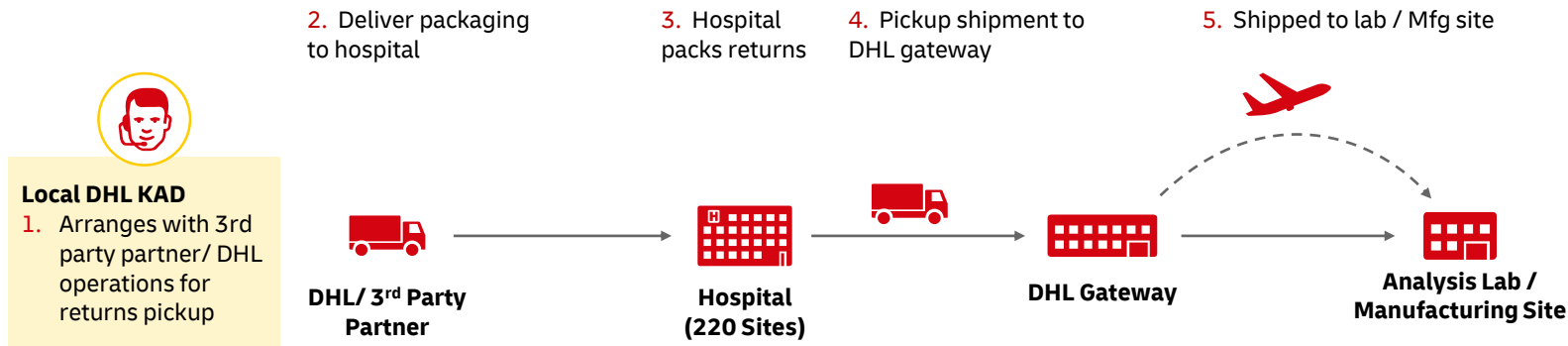
## DHL SOLUTION

This logistics returns solution for all types of implantable device and surgical instruments delivers UN 3373-compliant packaging and shipping. It includes seamless, fast cross-border transportation, end-to-end visibility across the entire supply chain, and on-time delivery.

## SOLVING YOUR BUSINESS CHALLENGES

- ✓ **Maintaining device integrity** – Used items must be kept in initial explanted condition; packaging and shipment meet UN 3373 and IATA dangerous goods (DG) standards; minimum touch points
- ✓ **Securing fast, reliable transportation** – With journey milestone visibility, including third-party partners; solution meets international and local healthcare regulatory reporting standards such as FDA MDR (21 CFR Part 803) and EU MDR
- ✓ **Achieving compliance for packaging & shipping** – Reduces risk, avoids penalties, and protects manufacturer reputation; includes delivery of compliant return kits with supporting instructions, data forms, and shipping containers with biohazard labelling for all types of medical device
- ✓ **Adhering to employee health & safety standards** – Avoids office personnel and salesforce having to handle and package used medical devices
- ✓ **Enabling standardized, secure processes** – Simplifies and streamlines the returns flow; allows program scaling to regional and global levels; protects intellectual property (IP) with a secure, clear chain of custody and traceability

## RETURNING USED, DEFECTIVE IMPLANTS AND SURGICAL INSTRUMENTS FOR ANALYSIS AND INVESTIGATION



Remark: currently available in AU and NZ

## MEDICAL DEVICE RETURNS



### KEY BENEFITS FOR YOUR BUSINESS



#### COMPLIANT

UN 3373, IATA DG, FDA MDR (21 CFR Part 803), EU MDR

#### PEACE OF MIND

Rely on DHL's returns management expertise and medical device experience



#### STANDARDIZED



For efficient and agile operation

#### FAST

Provides maximum time for investigation

