

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



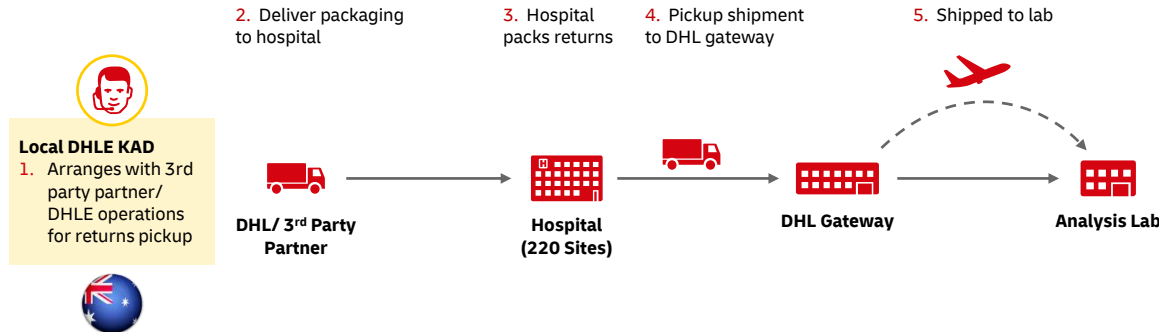
DHL SOLUTION

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



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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

