

## Dealing with contaminated products

Valued customer,

You receive products from us (devices, consumables, accessories etc.) which are for human medical use. After use these items carry a high risk of causing infection.

It is therefore critically important, before sending or transferring these products to us, to mark the products clearly as contaminated and to describe the possible risks clearly and in detail. Disinfection of the products before packing them to be returned to us is obligatory in order to minimise the risk for any person coming into contact with contaminated products during transport or at our premises. Please send us documentation of the disinfection process for our records.

This is also necessary for products which were opened in the operating or treatment room, whether or not these came into contact with a patient. Should disinfection not be feasible in certain reasonable cases please contact us before you send the products to agree further steps. Should the biohazard level be high we reserve the right to forbid shipping of the goods and / or to refuse to accept them should they arrive unannounced. Generally, we only accept purified products.

Information regarding the disinfection process is to be attached to the outside of the package together with the delivery note where possible. If this should not be feasible, these documents are to be placed inside the package with no contact to the contaminated item(s).

The outer packaging must be labelled with the

Biohazard



symbol.

We are happy to send you appropriate labels on request when informed about your intent to return such a product.

Many thanks in advance for your understanding and help.

Best regards,

Möller Medical GmbH

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# Möller Medical GmbH

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Please answer the following questions carefully and completely.

## Product name:

	Yes	No
Were the items used on a patient with infectious disease(s)?	<input type="checkbox"/>	<input type="checkbox"/>
Did the patient have diseases which must be registered (e.g. Novovirus)?	<input type="checkbox"/>	<input type="checkbox"/>
Are there any indication of highly infectious diseases (e.g. Ebola)?	<input type="checkbox"/>	<input type="checkbox"/>
May there be a very high infection risk to our employees?	<input type="checkbox"/>	<input type="checkbox"/>
Are there other risks for our employees, or other information which our employees need to know?	<input type="checkbox"/>	<input type="checkbox"/>

Were the products disinfected?	<input type="checkbox"/>	<input type="checkbox"/>
If yes,		
was the disinfection undertaken according to the Instructions for Use?	<input type="checkbox"/>	<input type="checkbox"/>
If the disinfection <b>was undertaken</b> according to the Instructions for Use, which version of the Instructions for Use were available to you?		<input type="checkbox"/>

If the disinfection **was not undertaken** according to the Instructions for Use, how was the disinfection undertaken (e.g. rinsed inside / wiped outside) and with what disinfectant?

***If no disinfection was undertaken, provide a short statement. In this case we require you to contact us before shipping in this case, in order to agree the further steps with us in advance.***

Is proof / documentation of disinfection available?	<input type="checkbox"/>	<input type="checkbox"/>
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Customer or company name / Responsible person / Date / Signature

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