



# TISSUE RETURN AND CREDIT POLICY

Form #: DIST265F-03 Revision #: B

Stability Biologics mission is to provide only safe, high quality allograft tissues to health care professionals. In an effort to meet these goals, Stability Biologics will accept returned human allograft tissue provided the tissue has been consistently maintained and Stability Biologics return procedures have been followed.

**CRITERIA FOR RETURNING TISSUE ARE AS FOLLOWS:**

- A Return Goods Authorization (RGA) form DIST265F-02 must be completed and storage conditions attested prior to shipping a return.
- The RGA number **must** be clearly indicated on the outside of the package.
- No return requests for grafts shipped with a 3-month or shorter expiration will be accepted.
- Human allograft tissue must be in its original, unopened and untampered product box.
- Original labeling must be legible, intact, and not defaced in any manner.
- Human allograft tissue must be returned using shipping methods, containers and packing materials in accordance with Stability Biologics return procedures.
- Human allograft tissue must be received in good condition at Stability Biologics.

**Freeze Dried Tissue**

- No freeze-dried return requests will be accepted after thirty (30) days from the invoice date.
- Freeze-Dried and Saline preserved human allograft tissue must be stored and maintained at ambient temperatures while at your facility.
- Freeze-dried human allograft tissue should be wrapped in bubble packaging or other material that will reduce the risk of breakage, damage or puncture during shipment
- Freeze-dried human allograft tissue should be returned for delivery within 2 weeks from the date you receive return authorization or the return will no longer be accepted.

**Frozen Tissue**

- No frozen return requests will be approved for return outside of the life of the original shipper unless inventory was held on consignment in a -80 C freezer and returned within the life of a shipping container provided by Stability Biologics. Documentation of storage conditions may be requested for return approval.

**PROCEDURE FOR RETURNING PRODUCTS**

1. Fax or email this form to Stability Biologics for issuance of a Return Goods Authorization (RGA#). Serial numbers must be provided to obtain an approved RGA#. If more space is needed, please attach a separate sheet including this information.
2. Once an approved RGA form is issued, please write the RGA# on the outside of the shipping container and include a signed copy of the RGA form inside the shipping container.
3. All returns must be addressed to:

Stability Biologics Distribution Center  
 Attn: RETURNS  
 1077 Central Parkway South  
 Suite 500  
 San Antonio TX, 78232

Fill in all Fields & Fax to (855-267-4166) or email to [cservice@stabilitybio.com](mailto:cservice@stabilitybio.com). **A Representative will Contact you within 24 Hrs**

Hospital Name:		Date:	
Requested By:		Phone: (      )	
Reason for Return:		Invoice #	
		Tissue Order #	
<i>Please note the serial numbers, including the product code, for the items you wish to return.</i>			
Serial #:	Product Code:	Serial #:	Product Code:
Serial #:	Product Code:	Serial #:	Product Code:
Serial #:	Product Code:	Serial #:	Product Code:
Serial #:	Product Code:	Serial #:	Product Code:

Stability Biologics reserves the right to refuse credit if the conditions and specifications of this policy have not been met.