

## Shipping Instruction

Sartorius strives to make our sample return process quick and simple. Please follow this instructions in order to facilitate a safe and timely resolution:

1. Please send only one complaint per box for a clear assignment
2. In general the entire unit should be sent back unless there has been advisement from Sartorius that a cut out part of the assembly, only, is required for return. Please highlight the issue location (if already identified) by permanent marker on bag film, or color tape on connection or component
3. Used sample must be packaged into two hermetically sealed bags in order to secure spills or leaks in accordance with the applicable postal regulations. Leaking packages will be refused.
4. The sample must be returned in the original packaging, with its over-pouches (where applicable) and the Sartorius finished product label if possible, to avoid any transport damage that would call into question the results of the investigation (for the FMT bag: folded flat as you received it).
5. Please include a signed print out of the Sartorius complaint form including the Material Safety Data Sheet (MSDS). The box/the container must clearly be labelled with the Sartorius Quality Notification number and the hazard symbols of the hazardous substances at the INSIDE and OUTSIDE.
6. Please return the sample and all required information as soon as possible to enable us to perform the investigation within a reasonable period of time.