

## FREQUENTLY ASKED QUESTIONS

### ArthroFlex Return Instructions

- 1. Call Client Services at 1-888-847-7831 to get a Return Material Authorization (RMA) number.**
  - You will need to know how many allografts are being returned and how they were stored.
  - You will need to request a return shipper. There is a fee associated with obtaining a return shipper.
- 2. Affix the return label on pouch that was emailed with return instructions from Client Services and then write the RMA number on the pouch.** See picture below.



- 3. Place graft in zipper bag and then into mailer**
  - The cardboard pads should be outermost within mailer.
  - IF returning two grafts, the grafts should sandwich the Nordic ice bricks.
- 4. Seal and inflate pouch.**
  - To seal: expose the envelop adhesive by removing the tape near the envelop opening, and close flap to seal the envelop shut.
  - To inflate: Puncture the four holes at the four “Puncture Here” locations on the pouch and allow for full expansion. Use care to ensure puncture does not penetrate through the mailer and damages either the product or brick.