



Hemophilia Concentrate (Factor Products) Return Policy

Note: All requirements listed below MUST be met in order to receive credit for returned product to Puget Sound Blood Center

1. The product has been continually refrigerated and contents are intact.
2. All boxes are clean, dry, without additional markings or labels and the seal has not been broken.
3. At least four (4) months remain prior to expiration.
4. **A copy of the original packing/return slip is included with each product order. All return product must be listed on the original return slip with matching lot numbers, no additional products may be added.**
5. It is the responsibility of the hospital to provide protective packaging against moisture, appropriate coolant and transportation to Puget Sound Blood Center.

In order to facilitate the documentation and ensure proper credit to your institution, we have created space for return information on the *hemophilia shipping/return report* that accompanies the product. We ask that you train staff to keep a copy of this form with the concentrate until all is dispensed or returned. If any product needs to be returned, your staff should then fill out the Hemophilia Shipping/Return Report. A signature is required to confirm the conditions of storage for the product being returned. Send the completed form with the product back to the Puget Sound Blood Center, attention "Hemophilia Program". If the packing/return form is missing, please call the Hemophilia Program office (206-292-6507) **before** shipping so the order can be traced and a copy can be faxed for your convenience.

We look forward to working with you to make both supplying and returning product as easy as possible.