

Return form Risk Class I medical devices (MD CL I) and components

Dear Sir or Madam,

Thank you for purchasing a high-grade Risk Class I medical device (MD CL I) made by Kögel. We are committed to delivering excellent quality and functionality and guarantee 500 reprocessing cycles for all medical devices made from metal and 350 reprocessing cycles for all MD made from silicone. But should there be problems, please return the completed return form below to us so that we can address the issue without delay.

Thank you very much in advance.
Your Kögel Service Team

Information to expedite processing:	Information/details to be provided by the customer:
Kögel medical devices, MED Solutions V201; TYPE:	
Wistainer: Article group 22.216.*****	
Small-parts trays: Article group 22.216.*****	
Instrument trays: Article group 22.216.*****	
Endoscopy baskets: Article group 22.216.*****	
Sterile goods baskets: Article group 28.216.*****	
Components: Article group 22.216.*****	
Manufacturer/order number:	

Reason for return:	
Defect detected during incoming goods inspection	
Defect detected when inspecting during use	

Observed defect:	
Defective MD corpus structure, potentially resulting in injuries of the user when picking up instruments or obstruction during use, organisation or machine-based / manual reprocessing. May result in damage to the instruments. Caution, risk of infection!	
Defective mesh structure, potentially resulting in injuries when picking up instruments or obstruction during use, organisation or machine-based / manual reprocessing. May result in damage to the instruments placed in the trays. Caution, risk of infection!	
Defective partition structure, potentially resulting in injuries when picking up instruments or obstruction during use, organisation or machine-based / manual reprocessing. May result in damage to the instruments placed in the trays. Caution, risk of infection!	

Defective system accessories:	
Defective silicone tray structure, potentially resulting in increased wear-and-tear during use or when picking up instruments stored in the tray. May cause injuries in users or patients. May cause abrasions of the instruments.	
Defective silicone surface, potentially increasing wear-and-tear during reprocessing and resulting in residues during instrument reprocessing. May cause abrasions of the instruments.	

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Empty box, if complaint has other reasons:

Complaint:

Description:

Contact partner at Kögel:

Name:

Contact details:

Delivery address: Fa. Kögel, advance information regarding problems:

D-75038 Oberderdingen, Germany, Hagenfeldstraße 4

T: +49 (0) 7045 / 982-0;
F: +49 (0) 7045 / 982-22
e-mail: med@mk-koegel.de

Note: Indicate defect on the medical device

Please indicate the location of the defect in a suitable manner and in colour (without loss of material/quality), i.e. by adding a coloured dot or similar.

If possible, please send a picture to the above e-mail address prior to returning the device.

Please note that defective medical devices may only be returned once fully reprocessed and labelled (using a validated process).

Confirmed with the signature of the director:

Date: _____

Contact partner at the customer company:

Name/role:

Contact details:

Document last revised on: II

Oberderdingen, on _____