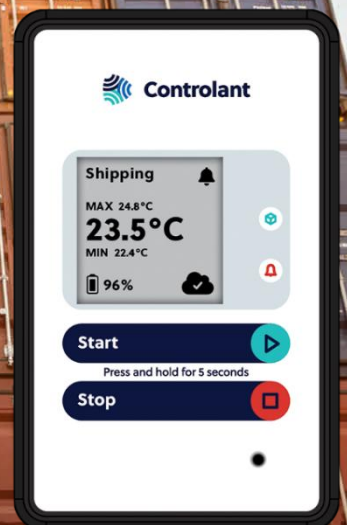


Controlant Flexible Use Return

Saga™ device Return instructions



Controlant customer is responsible for ensuring a secure and effective return of any devices back to Controlant. This includes booking the shipment, coordinating collection, handling any supplementary labeling requirements, and providing appropriate packaging for the return.



1. Collect devices to return

- Devices that display **Device needs service** message.
- Devices with physical damage.
- Devices no longer needed.



Please notify logistics@controlant.com with a description of the damage before returning the device.



2. Prepare shipping documents

- Select **shipping address** for direct return:



Controlant Europe Service Center

Controlant Netherlands B.V.

Dreamstreet 21, 2133LK, Hoofddorp

Phone: +31648263617

Contact: Arno Schippers logistics@controlant.com



Controlant U.S. Service Center

385 Franklin Ave. Suite 2A

Rockaway, NJ 07866, US

Phone: +18628321575

Contact: Glenn Neville logistics@controlant.com

Controlant customer is responsible for ensuring a secure and effective return of any devices back to Controlant. This includes booking the shipment, coordinating collection, handling any supplementary labeling requirements, and providing appropriate packaging for the return.

- Select shipment type: **DDP (Delivered Duty Paid)**.
- Add the following on the shipping label or AWB description:
"Not restricted, as per SP A199"
 - Example airway bill for reference
- Add these tariff codes HS codes if required when creating a shipment or completing the customs invoice:
 - HS Code: 9025.19
- Add an additional reference: **"Flex Return"**
- Add shipment content description: **"Temperature Monitoring Devices"** or **"Temperature Monitoring Devices not for medical purposes."**
 - U.S. shipments: adding "not for medical purposes" ensures the devices are not being qualified as medical equipment.
- Helpful logistics documents:
 - Material Safety Data Sheet (MSDS) 2025 - Saga device (NiHM)
 - Data Device Specification



3. Arrange a carrier pickup of your choice.



4. Devices picked-up by carrier for return.

- A return rebate will be issued when Controlant receives the devices.



DO NOT select Controlant as Importer of Records (IOR).

Customers are responsible for shipment-related customs/import costs.



How to pack Saga devices



- Prepare a solid, thick-walled cardboard box of adequate size for the return. Do not use envelopes, bags, or similar materials for external or internal packaging.

- Arrange the devices side by side with the screens facing upwards. Insert a layer of bubble wrap or a similar cushioning material between layers to ensure the screens are protected during transit.



Devices must be securely packed, with no room for movement or rattling during transit. Do not overpack the box.

- Seal the return box using tape and attach the shipping label on the top of the box. Apply tape over multiple edges to eliminate any possibility of devices falling out during transit.

Recommended packing example:



Small
24 units
3 layers x 8



Medium
56 units
7 layers x 8

Recommended max. dimensions would be no bigger than 261 x 200 x 162 mm or 10.25 x 7.875 x 6.375 inches (approx. 60 SAGA Standard devices).

Recommended max. weight of a fully packed return box would be 12 kg or 26.4 lbs (approx. 60 SAGA Standard devices).