



Dear valued client

In case of return deliveries for used products, for whatever reason, and in order to protect our employees we have to assume that the returned products are contaminated.

Contaminated products represent a health hazard for everyone who gets in contact with the products, due to potential infectious diseases and germs.

In order to protect our employees and your employees, we kindly would like to ask you to take the following items into consideration:

1. Returned products contaminated with blood, organic residues and body fluids are to be cleaned, disinfected and sterilized prior to the return shipment.
2. The type of disinfection or sterilization has to be stipulated and confirmed in the 'proof of decontamination'.
3. In case of return shipments of **non contaminated products**, the products have to be packed without any risk of contamination:
 - Product has to be packed in a sealable primary packaging
ATTENTION: sharp edges or blades have to be protected carefully
 - Primary packaging has to be packed in a waterproof secondary packaging, packaging has to be labelled with: **danger notice**
 - Secondary packaging has to be packed in a neutral packaging material (cardboard box)
 - 'Proof of decontamination' has to be filled in and confirmed with the reason why the product could not be decontaminated
4. Signed 'proof of decontamination' and return delivery note have to be included in the return shipment.

Thank you very much for your cooperation in order to protect our employees.

Attached please find the 'proof of decontamination'. You can also download the proof on our website www.zepf-dental.com.

Yours faithfully

Helmut Zepf Management Team