





## PACKAGING & SHIPPING INSTRUCTIONS

**To ensure that your equipment repair is expedited and doesn't get damaged in transit, please follow these instructions:**

1. Thoroughly clean and sterilize the equipment to be repaired (Required by OSHA Standards). Place a "sterile" card or other notice in your package to O.R. Solutions indicating that this has been done.
2. Take enough time to ensure that your repairs are wrapped in foam or other protective material so that they do not contact the sides, top or bottom of your shipping container.
3. Rigid and Flexible Scopes require special attention and should be packaged by hospital staff familiar with proper "care and handling". All rigid scopes should be placed, individually, in their own box, inside of the shipping container. All rigid and flexible scopes will be returned to you in a protective package that can be saved and used for future O.R. Solutions repairs.
4. Ship via a secure, trackable method such as FedEx or UPS. Remember to record the tracking number.
5. Please be sure to include the repair request form in the container that you send to us.

**You decide the speed of delivery to the O.R. Solutions repair facility and back to you.**

### **Standard Overnight:**

- Needed for fast approaching surgery
- Item missing from the pick list and is holding up a surgical tray
- Repair represents a serious decrease in your available inventory

### **2nd Day:**

- Repairs that are not deemed critically urgent

### **3 Day Select:**

- Repairs that are not time sensitive. Seven (7) to ten (10) day turnaround is fine.

### **Conditions that affect equipment return:**

- Delays by the carrier that you have selected such as weather.
- Packages received badly damaged or equipment improperly packaged and held for inspection by your selected carrier.
- Delay in approval of repair by your decision makers.
- Delay in issuance of a purchase order number (P.O.# required for return shipping to your facility)



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### **Orretek Customized Service:**

1. If your repair is delayed for any reason, O.R. Solutions business operations will notify you immediately.
2. If you need us to adjust the speed of equipment return, for any reason, simply notify us of the change.
3. If you have enclosed a label for return shipping to your facility and changes dictate your preference for a different return speed we will attempt to honor your request.

### **Message from O.R. Solutions Management:**

We have been professionally focused on the demands on health care providers for nearly three decades. We see how much pressure is placed on O.R. Managers, perioperative directors, supply chain and purchasing managers, biomedical engineering departments and the dedicated people in sterile processing. All are charged with two basic tasks - providing their department with the wisdom to get the repairs accomplished at the very highest quality and reducing the cost of their budget responsibilities. We have built our businessmodel around that. That's what we do.

Because O.R. Solutions technicians, many with direct OEM experience, have highly developed technical backgrounds and an intense focus on quality control, we have less than one percent warranty repairs, nationally.

Our partnership with those technicians, not only at our headquarters, but also our affiliates across the United States, allows us to perform at the top of our field, without rival, and with confidence that our word is given with integrity and honesty, both of which build and perpetuate trust.