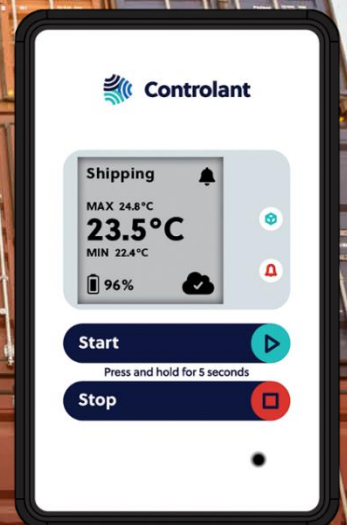


Controlant Flexible Use Return

Saga™ device Return instructions

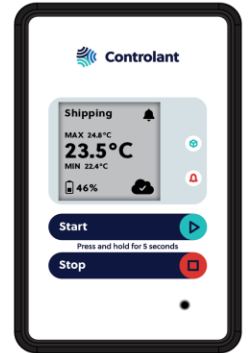


Controlant customer is responsible for ensuring a secure and effective return of any devices back to Controlant. This includes booking the shipment, coordinating collection, handling any supplementary labeling requirements, providing appropriate packaging for the return, and covering all associated costs.



1. Collect devices to return

- Saga devices are reusable. If you plan to return the device, place it aside so it can be prepared for return shipping.
- See page three for instructions on how to package Saga devices.



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.
Afmijnstraat 93, 1187 ZZ Amstelveen
Phone: +31 0625516070
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, providing appropriate packaging for the return, and covering all associated costs.

- 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.

- Controlant will issue the return rebate after receiving the devices.



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

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



To place an order for new devices, please contact orders@controlant.com.



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).