

HOW TO SUBMIT RETURN MATERIAL AUTHORIZATION REQUESTS

Medtronic

Situate™ Detection System

Please submit your Return Material Authorization (RMA) request via one of the following methods:

Online (preferred):

[Medtronic.com/SituateRMA](https://www.medtronic.com/SituateRMA)

Email:

SWM.CustomerService@Covidien.com[†]

Phone:

1-800-962-9888 option 1, option 5 (Service and Warranty Support)

Medtronic requires the following information for all RMA requests due to quality issues:

- What is the reason for the return? (details needed, will not accept “not working”)
- When and where did this occur? (e.g. Procedure, Testing, etc.)
- Date event occurred
- Is the service event an out of box failure (OOBF)?
- Was there patient involvement? (If yes, provide details)
- Was there patient injury? (If yes, provide details)
- Was there medical intervention required? (If yes, provide details)

The following details are needed by the customer service rep for all RMA requests:

- Facility name (and account number if known)
- Facility contact name
- Facility contact phone number
- Facility contact email address
- What is the address the replacement needs to be shipped to?
- Is an attention line needed?

[†]If submitted via email, a return email will be sent to the customer to request the details needed if not provided.

Note: All units sent to our Plainfield repair facility without an RMA will be returned to customer regardless of back to stock or exchange.