**US Logistics Device Returns**

**Please note that only Signant Health devices should be returned to Signant Health facilities**

**Returns from sites in the USA:**

Site can request their own return airway bill, quickly and easily. Using this portal sites will be able to choose a pick-up time which best suits their needs. The site address is:

[www.signanthealth.com/rawbusa](https://row.ups.com/Ship/Ship/StandardShipGuest)

**Returns from sites outside the USA:**

A commercial invoice will be required to return devices from outside the USA, with a customs declaration. Signant Health can support sites in doing this, therefore it is *strongly recommended* that sites contact Signant Health by email to request the required documentation and ensure accurate customs declarations.

Sites should email Signant Health US Logistics ([us-logistics@signanthealth.com](mailto:us-logistics@signanthealth.com)) and request necessary Shipment documentation. All the below information MUST be included in the email:

* + Protocol Number/Signant Health Project code
  + Name of sender
  + Email address of person to be emailed the shipping labels
  + Contact telephone number for sender
  + Site Number
  + Full Site Address
  + Quantity and type of electronic devices being returned.
  + The number of boxes used for the return of the devices

48 hours after sending the above email, sites will receive a return email from, which includes a UPS Waybill, appropriate commercial invoice and documents. Please check your SPAM folder if email is not received.

Upon receipt of the commercial invoice and UPS labels from email, sites must:

* + Contact a local UPS office; provide the airway bill number from the UPS email
  + Arrange a pickup time for the devices

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If a site wishes to arrange their own return and transport, against Signant Health recommendations. Any costs of shipping should be agreed with the Signant Health Global Project Management team prior to shipment – if approval is not given prior to shipment this may lead to delays in payment and/or sites / clients being held responsible for payment.

Any and all shipments should be ‘door to door’ i.e. all transport / duties / taxes paid for delivery to Signant Health US facilities. Signant Health should not be shown as the consignee and importer ID should not quoted in any document.

Should these instructions not be followed and subsequently U.S. Customs and Border Protection levies fine against Signant Health, the cost will be passed to client.