



Returning Tissue Information

In the event that tissue needs to be returned for any reason, we ask that the following steps be taken in order to have the tissue returned safely and quickly back to CorneaGen so we can place the tissue with another surgery:

- Call our Distribution department at **206-682-8502 or 877-682-8502** immediately after you discover the tissue is not needed. We are available 24 hours a day, 7 days a week. We request that the following information be available or easily accessible at the time of your call so we are able to determine if the tissue is able to be placed with another surgery:
 - Reason for the return (ex. canceled surgery)
 - Whether the seal on the tissue chamber is intact or has been broken (opening the outer cardboard box is okay, we only need to know if the seal on the chamber has been broken)
 - Tissue number and associated patient name for the tissue which is being returned
 - Tissue storage condition from the time the tissue arrived to your surgery facility. If tissue has been out of cooling for any amount of time, please estimate how much time the tissue has spent not cooled.
 - If the tissue has been or will be kept in a refrigerator, it must be in a monitored refrigerator with a temperature between 2 and 8° C (36-46° F)
- Once we have all the information we need, we will set up a shipment for the tissue to be returned to us, either via courier or FedEx. If the box will be kept in a different location than where it is usually dropped off when tissue is delivered, please let us know.
- Prior to return, tissue must be repacked if the box has been opened, preferably using the same container the tissue arrived in. Please pack the tissue in a Styrofoam container placed on replenished wet ice (no dry ice, no gel packs) contained in a sealed plastic bag, then re-tape the box shut.
- Depending on the circumstances, in order to find a suitable new home for the tissue we may ask that you replenish the ice with fresh wet ice in a sealed plastic bag and add new paperwork to the box in order for the tissue to be sent directly from your location to a different surgery facility. We are able to fax or e-mail the paperwork to you, and we will take care of setting up the shipment.