

Returned Tissue Information

24/7 Phone: 206-682-8502 or 877-682-8502

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.

Please Note: CTAK tissues are a custom built product. Due to the customizations, returns, exchanges and cancellations after product creation are not permitted.

1 Call us immediately

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:

1. **Reason for the return** (ex. canceled surgery).
2. **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).
3. **Tissue number and associated patient name for the returned tissue.**
4. **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)

2 Repack the tissue

Prior to return, tissue must be repacked if the box has been opened, preferably using the same container the tissue arrived in. In the Styrofoam container, please place the tissue under fully replenished, cubed wet ice (no dry ice, no gel packs) contained in a sealed plastic bag, then re-tape the box shut. The cooler must be enclosed in a cardboard box, as it arrived.

3 Ship the tissue

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 repacked tissue box will be kept in a different location than where tissue is usually delivered, please let us know.