

**Returned product MUST be segregated within the shipping carton according to Debit Memorandum and Return Authorization.**

**Deviations from these shipping procedures may prohibit processing and credit issuance.**

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### **Return Authorization Printing Instructions:**

1. When printing the PDF document, set scaling to "None" in the Adobe Reader Print Dialog box.

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### **Return Packaging Instructions:**

1. The printed Return Authorization (RA) and corresponding Debit Memo (DM) MUST be placed in the container with the return product. Stericycle recommends making a photocopy of the RA for your records.
2. Only product(s) on the corresponding RA may be placed in the shipping container.
3. If you have multiple returns (DMs) requiring multiple RAs, the shipper MUST ensure each return (RA and corresponding product) is packaged with the corresponding Debit Memo in a separate container (i.e. individual plastic storage bag) within the shipping carton.
4. If you have a single return (DM) requiring multiple RAs, the shipper MUST ensure each return (RA and corresponding product) is packaged with a copy of the Debit Memo in a separate container (i.e. individual plastic storage bag) within the shipping carton.
5. Return Authorizations are specific to each return and may not be re-used for future returns.
6. If you have an individual shipping carton, the bar coded shipping label provided at the bottom of the RA must be placed on the exterior of the shipping carton.
7. If you have more than one shipping carton for one return, the shipper MUST:
  - a. Place a copy of the RA/DM in each carton
  - b. Label each carton with a copy of the bar coded shipping label
  - c. Label each shipping carton to identify the container # of # total cartons.  
E.g. for a return with 2 cartons label 1 of 2 and 2 of 2.

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### **Return Shipping Instructions:**

1. Stericycle recommends using a carrier with package tracking capabilities for all shipments.
2. Ship all product returns to:

**Stericycle RMS  
Trade Returns  
2670 Executive Drive  
Indianapolis, IN 46241**

**Stericycle Return Authorization Guidelines and Manufacturer Return Policies  
are viewable at <http://www.expertreturn.com>**