

Notifying Fresenius Kabi of a Product Quality Issue

Complaint process overview



1. Complaint Received



2. Complaint Reviewed & Coded
*Follow up made to customer if additional information is required



3. Sample Return Box and/or Label sent to customer
(if requested)



4. Sample Received (if returned)



5. Sample and/or Picture Evaluation Performed
(if applicable)



6. Lot and Engineering Reviews Performed



7. Final Quality Review Performed



8. Evaluation Letter sent to customer via email
(if requested)

Refer to the instructions for use for a complete list of warnings and precautions associated with the use of these products.

