

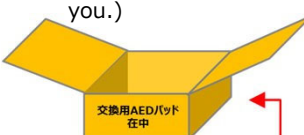
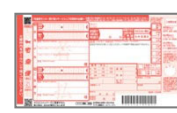

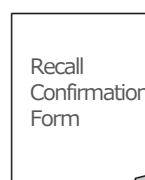

Return Procedure Form for Infant/Child Pads

We apologize for the inconvenience that this issue has caused. Please use the following procedure to return the affected M5072A Infant/Child SMART Pad Cartridges for HS1 (referred to below as AED pads) to us.

- * Refer to the Replacement Procedure for more information about how to replace AED pads.
- * Refer to the example provided when filling out the Recall Confirmation Form.
- * You can use the QR code on the right to check the return procedure.
- * Please use the respective "return delivery cardboard boxes" to send your items back to Philips, Because the cardboard boxes for return delivery are different for "adults" and "Infant/Child,".



1 Prepare the following items in order to return affected products.

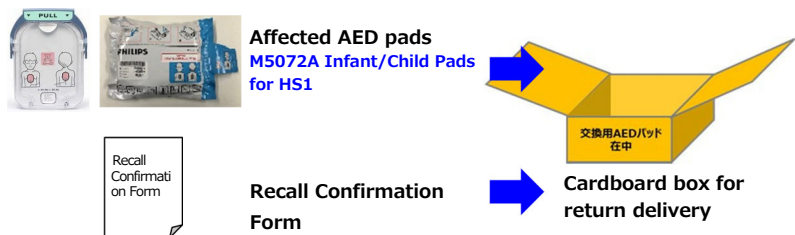
<p>① Cardboard box for return delivery (You can use the same box in which updated products were delivered to you.)</p> 	<p>② Courier service slip for return delivery</p>  <p>* A slip is provided on the inner lid of the cardboard box.</p>	<p>③ Affected AED pads M5072A Infant/Child Pads for HS1</p>  <p>* If the AED pads are still in their package, please leave them in the package when returning them to us.</p>	<p>④ Recall Confirmation Form (with required information filled in)</p> 	<p>⑤ Sealing tape</p> 
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2 Pack the affected AED pads.

[1] Please check the following items.

- Have you provided all the required information on the Recall Confirmation Form?
- Are the pads you are returning the affected AED pads? (Refer to the List of Affected Pad Lot Numbers)
- Is the quantity of pads that you entered on the Recall Confirmation Form the same as the quantity of affected pads that you are returning?
- Does the box contain only the Recall Confirmation Form and the affected pads that you are returning?

[2] Place the affected AED pads and the Recall Confirmation Form in the cardboard box for return delivery.




Affected AED pads M5072A Infant/Child Pads for HS1

Recall Confirmation Form

Cardboard box for return delivery

[3] Fold over both sides of the lid on the cardboard box, first the side that had the recipient slip attached, and then the other side.

* Be sure to remove the recipient address label from the slip.



Fold the lid on the cardboard box so that the cash-on-delivery slip for return delivery is on top.

[4] Use sealing tape to securely close the cardboard box before shipping it to us.



← Sealing tape

3 Ship the packaged AED pads to us.

When you have prepared the package for return delivery, use one of the following methods to schedule a pickup date and time.

If you use the cash-on-delivery slip provided for return delivery, you will not be charged a shipping fee.

Scheduling a Pickup with a Yamato Transport Customer Service Center

Toll-free number
or
Automated phone system



0120-01-9625
(for landlines)



0570-200-000
(for cell phones / PHS)

Hours: 8 a.m. to 9 p.m.

Follow the voice guidance and select "1" to schedule a pickup.

- * You will be connected to the customer service center for the region from which you made the call.
- * You will be charged approximately 10 yen for every 20 seconds that you use the automated phone system.
- * If you are using a 050 IP phone, please dial 050-3786-3333. Please double-check the number before placing your call.

Scheduling a Pickup on the Yamato Transport Website

https://shuka.kuronekoyamato.co.jp/shuka_req/

Use this QR code to access the website. ⇒



You can also ship your package from a nearby Yamato Transport Sales Office, a TA-Q-BIN Agency, or a convenience store.