

Important shipping instructions

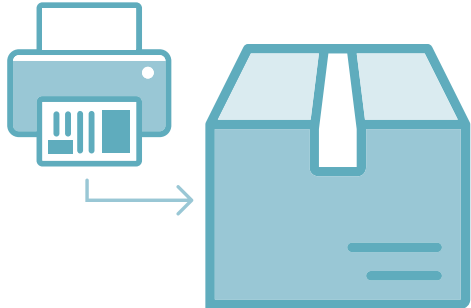


All lithium-ion batteries **MUST** be shipped via ground transport and packed in accordance with IATA Dangerous Goods Regulation (DGR).

Please follow the instructions below to ensure safe packaging and shipping of products containing lithium-ion batteries back to Ottobock After Sales Service. If you have any questions or concerns, contact us at 1800 328 4058.

1. For return to Ottobock, please repackage your item in the original manufacturer packaging in which you received it.

If that original packaging is unavailable, securely pack your item in a cardboard box with adequate cushioning to prevent damage to the item in transit.



2. Print and attach shipping label covering up any previous delivery address and barcode without overlapping any adjacent side.

3. If an old box is used, completely remove or cover any hazardous material markings and shipping labels previously affixed to the box.



4. Place the provided lithium handling label to the outside of the box.

NOTE: Ensure that the label is not over any edge of the box and does not overlap with any other labels.

5. Drop the package off at a UPS location.

To find your closest UPS location, visit the UPS Drop Off Locator or go to www.ups.com.



Lithium Battery International Requirements

Lithium batteries are defined as dangerous goods by the United Nations, which specifies the very stringent manufacturing and testing requirements the batteries must meet. Specific requirements to ensure they can be carried safely by air in both cargo and baggage are determined by the International Civil Aviation Organization (ICAO) and these are then reflected in IATA's Dangerous Goods Regulations.

The requirements differ for carriage of lithium batteries as cargo depending on the chemistry of the battery (i.e. lithium metal or lithium ion), and whether the batteries are shipped on their own or packed with or contained in equipment. Generally, lithium batteries are subject to all of the ICAO/IATA requirements for dangerous goods as cargo (e.g. marking, labeling, declaration and training). However, small quantities of small lithium batteries are accepted from many of the requirements, e.g. Shipper's Declaration, dangerous goods acceptance or inclusion on the written information to the pilot-in-command (NOTOC), but all batteries are subject to the testing requirements of the United Nations. Furthermore, even when small enough to benefit from the exceptions mentioned here, lithium batteries shipped on their own or with equipment (and) when more than two batteries or four cells are contained in equipment in a package), the packages are required to be labelled with the lithium battery handling label and the consignment must be accompanied by an additional document that provides safety-related information.