

Unpacking checklist

- 01 Remove packaging and open box.**
- 02 Gel packs should feel thawed (not frozen),** cool to the touch is normal and doesn't mean that product has lost integrity.
- 03 If package has arrived in 24 hour window** no further temp checks are needed.
- 04 However,** if you feel more comfortable testing the temperature you can insert a calibrated thermometer probe quickly and reclose the lid of the cooler.
- 05 Unpack the product(s) and open bubble bags to ensure all eaches are accounted for.** Immediately place them in a temperature controlled environment consistent with the product's requirement.
- 06 Follow your normal intake processes,** including scanning into inventory if applicable.

What are legitimate reasons to call with a concern for your product integrity?

- Package was not delivered in 24-hour delivery window.
- Carrier (UPS or FedEx) left package outside or in a location that may not be the norm for your practice.
- Package did not contain the correct number of gel packs. Please refer to the cold chain packout guide to learn more.

To initiate a return, please visit abcorder.amerisourcebergen.com and navigate to the returns section.