



## **New CUBIE® Pocket Replacement and Return Policy**

BD is committed to providing a positive customer experience. In accordance with BD's support agreement, if one of your CUBIE® pockets is not performing properly due to normal wear and tear, BD will furnish a replacement on an exchange basis. Based on customer feedback, we have enhanced our CUBIE Pocket Replacement and Return policy making the process much easier.

To place an order for a replacement CUBIE pocket, simply complete the CUBIE Pocket Replacement Form and email or fax it to the address indicated on the form. An on-line form is also available at <http://support.BD.com/cubie/default.asp>. A Purchase Order number is **no longer required** to order replacement CUBIE pockets being shipped ground.

BD's Order Entry team will typically process your request within two business days.

### ***Go Green!***

**As part of BD's initiative to reduce our carbon footprint, we recycle or reuse all CUBIE pockets. We would appreciate your support of our efforts to be "green" by returning any CUBIE pockets that are not performing properly using the pre-paid return shipping label that will be included with your replacement CUBIE pocket order.**

**We also encourage you to optimize the number of extra pockets you have on hand to meet your ever-changing medication inventory needs. There's no need to store large quantities of extra CUBIE pockets since replacement CUBIE pocket orders are usually processed within two business days from receipt of order.**



## Frequently Asked Questions

- **I received SMART FH pockets will they work in my Legacy FH Drawer?**  
The SMART FH CUBIE pockets will work in both Legacy and Smart FH Cubie Drawers.
- **Will the new SMART HH pockets work in my Legacy HH Drawer?**  
No, they will only work in SMART CUBIE HH Drawers.
- **Do I have to order the same size CUBIE pocket as the one I am replacing?**  
The CUBIE Pocket Replacement program supports replacement of CUBIE pockets that are not performing properly due to normal wear and tear so please order the same size of CUBIE pocket that you are replacing.
- **What if I need a different size of CUBIE pocket?**  
To add new pocket sizes to your CUBIE drawer configuration, please contact your local Pyxis® sales representative.
- **Do I have to pay for replacement CUBIE pockets?**  
CUBIE pockets that are not performing properly are replaced at no charge for customers with a valid BD support agreement.
- **What if I return fewer CUBIE pockets than the number of replacement CUBIE pockets I order?**  
Under our "Go Green" initiative, all CUBIE pockets are recycled. For this reason, we encourage you to return all CUBIE pockets that are not performing properly for replacement pockets.
- **What is the process for returning CUBIE pockets that are not performing properly due to normal wear and tear?**  
For your convenience, we suggest using the same box the replacement CUBIE pockets are shipped in to return the non-working CUBIE pockets. The box will include a prepaid return shipping label and a form you can use for the CUBIE pockets you are returning so there will be no shipping cost to you.
- **How long will it take to get replacement CUBIE pockets?**  
A replacement CUBIE pocket order typically ships within two business days after receipt. There are two shipping methods available, ground or overnight. Ground shipment normally takes between 3-5 business days.
- **Do I have to pay the shipping costs for replacement CUBIE pockets?**  
Shipping via ground is free of charge. Overnight shipments are \$25 per order.
- **Who do I contact if I have questions about my order?**  
For questions or concerns, please call the Order Entry Department at **800-366-3330**. You can also email us at [GMB-OE-Dispensing@BD.com](mailto:GMB-OE-Dispensing@BD.com)



### CUBIE® Pocket Replacement Order Form

#### Facility Information

\*\*\* Customer Number:

\* Facility Name:

\* Ship to Address:

\* City:  \* State:  \* Zip:

\* Attention:

\* Ship to Department:

\* Contact Name:

\* Contact Phone Number:

Indicate order confirmation email address or fax number:

Purchase Order Number: \* **Required for Expedited requests**

#### Special Shipping Instructions:

Please enter the quantity of replacement CUBIE

pockets below:

*** 1X1 HH CUBIE Pocket 118924-01 Qty	<input type="text"/>
*** 1X2 HH CUBIE Pocket 118926-01 Qty	<input type="text"/>
*** 1X3 HH CUBIE Pocket 120355-01 Qty	<input type="text"/>
*** 1x1 HH Smart CUBIE Pocket 354769-01 Qty	<input type="text"/>
*** 1x2 HH Smart CUBIE Pocket 354770-01 Qty	<input type="text"/>
*** 1x3 HH Smart CUBIE Pocket 354771-01 Qty	<input type="text"/>
*** 2x1 FH Smart CUBIE Pocket 354683-01 Qty	<input type="text"/>
*** 2x2 FH Smart CUBIE Pocket 354684-01 Qty	<input type="text"/>
*** 2x3 FH Smart CUBIE Pocket 354685-01 Qty	<input type="text"/>
*** 2x5 FH Smart CUBIE Pocket 354686-01 Qty	<input type="text"/>

- Expedited Overnight delivery is \$25.00. **(Purchase Order)**
- Ground - Standard delivery is normally 3-5 business days. **(No charge)**



**Returns:** BD is committed to reducing our carbon footprint. In support of our

**Go  
Green!**

efforts to be “green,” we would appreciate if you would return any CUBIE pockets that are not performing properly and any CUBIE pockets that you don’t need to BD. We recycle or reuse all CUBIE pockets.



A pre-paid return shipping label will be included with your replacement CUBIE pocket order. You may use your own box or the box your replacement CUBIE pockets are shipped in to return pockets. Simply, affix the label to the side of the box and send it to BD. If you do not receive a return label, please email [GMB-OE-Dispensing@BD.com](mailto:GMB-OE-Dispensing@BD.com) or call 1-800-366-3330.

**To Place an Order:**

Email this form to the Order Entry Department at [GMB-OE-Dispensing@BD.com](mailto:GMB-OE-Dispensing@BD.com) or fax **858-617-5301**. On-line form is available at <http://support.BD.com/cubie/default.asp> You will receive an email confirming receipt of your order.

**Questions:**

Please email any questions to [GMB-OE-Dispensing@BD.com](mailto:GMB-OE-Dispensing@BD.com) or call **1-800-366-3330**.