

How to Submit Device & Supply Requests

Q. My site would like to request a resupply/exchange/return for devices or supplies. How would we do this?

A. Please reach out to our support team so we may process your request.

Create a Supply ticket using one of the following methods:

Email us at supply@aicure.com

[Trial ID] [Site ID] Device Exchange Request

supply@aicure.com

[Trial ID] [Site ID] Device Exchange Request

OR

Complete our online form, using **“Supply Request”** as the ticket type

SUBMIT A REQUEST

**What would you like to get help with?
(Study Participants please refer to the important note)**

Supply Request ▾

In the body of the ticket or email, please be sure to include all pertinent information such as:

- Trial ID
- Site ID
- Site Address

If requesting a **Resupply** please include...

- type of device/supply you need
- quantity of devices/supplies needed

If requesting an **Exchange/Replacement** please include...

- original device ID (5/6 digit number on the rear) for each device
- quantity needed
- reason for the exchange

If requesting a **Return** please include...

- device ID(s)
- any added accessories (if applicable)
- quantity of each item