

**RMA Instructions**

- Step 1: Read this RMA policy statement
- Step 2: Complete the RMA form and sign
- Step 3: Fax RMA form to (636) 724-3776 or email [support@masterclock.com](mailto:support@masterclock.com)
- Step 4: Receive faxed or emailed RMA number from Technical Support
- Step 5: Print the RMA number on the outside of the shipping box
- Step 6: Ship product(s) to:

Attn: RMA# \_\_\_\_\_  
Masterclock, Inc.  
2484 West Clay Street  
Saint Charles, MO 63301, USA

RMA numbers are valid for 30 days. Incomplete forms will result in a delay or refused RMA.

**Use HTS code 9801100000. In the description of the product put:  
US manufactured goods returned for repair.**

*All duties, taxes, and fees are the responsibility of the customer. (Inco term: DDP)*

**TERMS****Satisfaction Guarantee Return**

Masterclock, Inc. offers a 30 day satisfaction guarantee on all of our products. If the product does not meet your requirements, return it within 30 days from the invoice date and cancel the PO (Purchase Order) or request a refund if the order has been prepaid. This return privilege is subject to the following conditions. Any returned merchandise must be packed in the original shipping container and packing material complete with all instruction booklets and accessories. It must be free of any blemishes and show no signs of damage. Software cannot be returned without the associated hardware. Before any item can be returned to Masterclock, a RMA form is required, which must be obtained within 30 days of the date of the original Masterclock invoice.

You, the purchaser, are responsible for all freight, insurance and taxes (if any) for both shipping and returning any product and agree to pay any such charges that may have been included on the original Masterclock invoice. Because the cost associated with evaluation processing and returns can be substantial (for both parties) we ask that you limit items ordered for evaluation to the minimum unit quantity needed.

***After 30 days – all sales are final.***

**Exchange:** Refers to returning items to receive different product

Items that are returned for credit or exchange due to a mistake on customer's part (ordered wrong, end user changed their mind, improper installation, etc.) will be exchanged only after receipt of authorization for payment for 15% of item value with a minimum charge of \$50.

***After 30 days – all sales are final.***

**Upgrade:** Refers to returning items to have an option(s) installed

Items that are returned to have an option installed will require a 24 hour burn-in. During this period, functionality of the product will be checked and firmware updates will be performed unless stated on the RMA form, not to have this done.

**Warranty Repair:** Items returned for repair or replacement within applicable warranty period

1. If a warranty item is found to be defective it will be repaired or replaced by Masterclock in accordance with our warranty policy and returned via prepaid ground freight.
2. If a returned item is found not to be defective then return freight & insurance will be charged to the customer in addition to evaluation fee described below.
3. Incoming freight (and insurance) for all returned items must be prepaid by customer.
4. A \$100 evaluation fee will be charged for items that are returned as defective but test functionally good or for items that have been modified or damaged by customer, such items will be returned unprocessed to the customer.

**Non-warranty Repair:** Items returned for repair after expiration of warranty period

1. You will be advised of the cost of any repairs and we will require a credit card number or purchase order prior to any work being started. A \$100 evaluation fee will be charged for any un-repaired item returned at the customer's request.
2. A \$100 evaluation fee will be charged for any item that is returned for non-warranty repair as defective but test functionally good.
3. Merchandise received, which has been modified by customers will be returned unprocessed to the customer and a \$100 evaluation fee will be charged.
4. Incoming and return freight and insurance for items will be charged to the customer.

## Filling out RMA Request Form

1. RMA numbers will be issued only with the proper Masterclock's invoice number.
2. You must provide a reason for the product return. If defective, please provide a detailed description of the problem.
3. Mark the action you desire to be taken in regards to your RMA - Credit, Exchange, Upgrade, Warranty Repair or Non-warranty Repair. If you are requesting an exchange, please indicate which items/quantity you wish to exchange for.

## Shipping Items

1. RMA numbers are good for 30 calendar days only - no exceptions. RMA's returned after this time will be automatically refused.
2. Merchandise returned without an RMA number clearly marked on top of the box or returned without prior authorization, will be automatically refused.
3. Merchandise returned COD (Collect on Delivery) will be automatically refused.
4. Masterclock has a ship after receive policy. We must receive the products before we can ship your replacements. If any item is critical to your operation we suggest that a backup item/system be purchased – talk to our sales department.

## Suggestions

1. Please have RMA number and RMA Request Form available when calling Masterclock regarding an RMA process.
2. If Technical Support is not available and you are transferred to voice mail please leave your name, company name, RMA number and reason why you are calling on the message. You can also email Technical Support at [support@masterclock.com](mailto:support@masterclock.com)
3. Please do not ship items back for repair with accessories, unless accessories are suspected to be the cause of the problem or unless instructed to do so by Technical Support.  
If customer returns items not specified on RMA Request Form, customer hereby releases Masterclock from any responsibility regarding loss or damage of those items.

## WARRANTY

See our complete warranty statement in your product manual, on the web at: <http://www.masterclock.com/warranty.php> or request a copy by mail or fax.

RMA#

# Masterclock's International RMA Request Form

PLEASE SEE ATTACHED RMA TERMS & CONDITIONS FOR ADDITIONAL DETAILS

Date: \_\_\_\_\_ Company Name: \_\_\_\_\_

Address 1: \_\_\_\_\_ Address 2: \_\_\_\_\_

City: \_\_\_\_\_ State/Country: \_\_\_\_\_ Zip/Code: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Quantity	Model #	Serial #	Invoice Date	Invoice #

### Type of return:

Credit      Exchange      Upgrade      Warranty Repair      Non-warranty Repair

### Detailed reason for this return:

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We will make every reasonable attempt to resolve the problem to your satisfaction and, if necessary, will contact you after you submit this request by email or fax. If we do issue an RMA, please do not delay in returning the item, as this RMA will expire in 30 days. **All sales are final after 30 days.**

Use **HTS code 9801100000.**

In the description of the product put: **US manufactured goods returned for repair.**

Each unit returned and found to meet all functional requirements, you agree to pay the \$100 evaluation fee and the return shipping charges as outlined in the terms and conditions.

By typing your name below you agree to Masterclock's RMA terms and conditions.

I have received, read, understand and agree to the Masterclock RMA terms & conditions.

\_\_\_\_\_  
Signature for authorizing repair

\_\_\_\_\_  
Date

### For Internal Use Only

Return Received By: _____	Received On: _____	Note: _____ _____ _____
Replacement Sent:    Y / N	Sent On: _____	
Restocking Fee: _____	Credit Amount: _____	