

Return Merchandise Authorization Form



Email form to: support@masterclock.com
 Fax form to: 636-724-3776
 Attention: Support Dept
 Phone: 636-724-3666 ext: 113
www.masterclock.com

RMA # _____

Ship To Address: Masterclock Inc. 2484 West Clay Street, St Charles, MO 63301 ATTN: RMA #

RMA Steps: 1. Fill out this form completely 2. International Customers Use HTS Code: 9801100000 3. Email or fax RMA form

For Office Use Only

Company Name:					
Contact Person:					
RMA Number:	Ship To Address:				
Date RMA Issued:	City:	State:	Zip Code:		
Processed By:	Requested By:				
Item Returned: Yes / No	Email:				
Date Received:	Phone:			Fax:	

Quantity	Serial Number	Model Number	Invoice Number	Invoice Date	Reason Code

Return Reason Codes	Comments / Special Instructions
Record appropriate number in the "Reason Code" column above. 1. Warranty Repair 2. Non Warranty Repair 3. DEMO 4. Update / Upgrade 5. Exchange 6. LED issue 7. Damaged in Transit 8. Power Issue 9. Cosmetic Issue 10. Other	Authorization Signature: _____

For Office Use Only

Credit Issued: Yes / No	
Incoming COG:	Credit Amount:
Outgoing COG:	Transaction Number:
Replacement Sent: Yes / No	Date Issued:
Date Shipped:	Issued By:
Comments:	