

# Return Merchandise Authorization Form



Email form to: [support@masterclock.com](mailto:support@masterclock.com)  
 Fax form to: 636-724-3776  
 Attention: Support Dept  
 Phone: 636-724-3666 ext: 113  
[www.masterclock.com](http://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

<b>For Office Use Only</b>		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: _____

<b>For Office Use Only</b>	
	Credit Issued: Yes / No
Incoming COG:	Credit Amount:
Outgoing COG:	Transaction Number:
Replacement Sent: Yes / No	Date Issued:
Date Shipped:	Issued By:
Comments:	