



**RMA Instructions**

- Step 1: Please read the **Terms** of your **Satisfaction Guarantee Return** below.
- Step 2: Complete this RMA form (click **Highlight Existing Fields** in upper right hand corner of the PDF to reveal blue typing blanks). Type your signature unless you choose to fill this form out by hand.
- Step 3: Fax this RMA form to **(636) 724-3776** or email the completed PDF to:  
[support@masterclock.com](mailto:support@masterclock.com)
- Step 4: Shortly thereafter you will receive a faxed or emailed **RMA number** from Masterclock Technical Support.
- Step 5: Please print the **RMA number** on the outside of the shipping box like so:
- Step 6: Ship product(s) to:

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

**Thank you.**

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

**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 you may request a refund, if the order has been prepaid. This return privilege is subject to the following conditions. All returned products must be packed in their original shipping container(s) within their original packing materials along with all instruction booklets and accessories. The merchandise 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, this RMA form must be obtained within 30 days of the date of the original Masterclock invoice, then filled out and returned before the expiration of the RMA number in 30 days.

You, the purchaser, are responsible for all freight, insurance and taxes (if any) for shipping and returning any product. You agree to pay any such charges that may have been included on the original Masterclock invoice. Because the cost associated with evaluating and processing 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** – (return items to receive different items)

Items returned for credit or exchange due to a mistake on the 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 the item's value with a minimum charge of \$50. ***AFTER 30 DAYS ALL SALES ARE FINAL***

### **Upgrade** – (return items to have option(s) installed)

Items returned to have options installed require a 24-hour burn-in test. During this test the functionality of the product will be checked and firmware updates will be installed, unless you state on the RMA form NOT to have this done.

### **Warranty Repair** – (return items for repair or replacement within the 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 and insurance will be charged to the customer. This is in addition to certain evaluation fee described below.
3. Incoming freight (and insurance) for all returned items must be prepaid by the customer.
4. A \$100 evaluation fee will be charged for every item that is returned as defective, but tests in good working order, or for items that have been modified or damaged by the customer. Such items will be returned unprocessed to the customer.

### **Non-Warranty Repair** – (return items for repair after the expiration of the warranty period)

1. You will be advised of the cost of any repairs. We will require a credit card number or purchase order before beginning any repairs. For any un-repaired item returned at the customer's request a \$100 evaluation fee will be charged.
2. For any item that is returned for non-warranty repair as defective, but tests in good working order a \$100 evaluation fee will be charged.
3. Any item that has been modified by a customer will be returned unprocessed 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

### Please Remember

1. RMA numbers will be issued only when a proper Masterclock invoice number is provided.
2. You must provide a reason for the return. If the product is defective, please provide a detailed description of the problem.
3. Mark the action you desire to be taken in regards to your RMA (i.e.: Credit, Exchange, Upgrade, Warranty Repair or Non-Warranty Repair). If you are returning items for exchange, please indicate which new items you want and in what quantities.

### Shipping Items

1. RMA numbers are good for 30 calendar days only – no exceptions. RMAs returned 30 days after issue will be refused.
2. Items returned without an RMA number clearly marked on top of the box, or returned without prior authorization, will be refused.
3. Merchandise returned COD (Collect on Delivery) will be 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. For that, please talk to our sales department: **1-800-940-2248** (US and Canada) or **+1-636-724-3666** (international).

### Helpful Suggestions

1. Please have your RMA number and/or your RMA Request Form available when calling Masterclock before returning items.
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 your accessories, unless your accessories are suspected to be the cause of the problem or unless instructed to do so by **Technical Support**. If a customer returns items not specified on the RMA Request Form, the 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.