

Note: This form is *required*, a completed copy must physically accompany your SentinelKey (not faxed or emailed). If we receive your SentinelKey without this completed form we will add a \$50. Sending this form with the key helps us return ship quickly!

Name _____ RMA _____ (outside of shipping box also please!)

Billing Address _____

Shipping Address (if different) _____

City / State-Prov. / Country / Postal Code _____

Phone _____ Email: _____

Has any of the above contact information changed since your last order? Yes _____ No _____

CROSS-GRADING FROM WinMobile / Mac Classic/Windows TO MacOS X 10.5~10.7
(circle one above)

Note: This form is ONLY for cross-grading (trading) RCT for Pocket/MacClassic/Windows for RCT for MacOS X
RCT Serial number: _____ (If s/n is 10000 ~ 11,000,000 you can order by phone, fax or internet)
Your RCT Serial number is always handwritten and is on your SentinelKey or red hang tag tied to the key.

Date of original RCT invoice _____ (A copy of invoice is required unless purchased from RPS)
(Available from your RCT distributor. RPS, Inc. has a copy of your invoice ONLY if you purchased from RPS, Inc.)

Check if you need: RCT video DVD-R – free) CyberFork (calibration pitch \$99 - required)\$ _____

REQUIRED: CHECK ONE ITEM IN THIS BOX and include all required items to receive prices below

Price		
<input type="checkbox"/> \$899*	- trading Pocket RCT without WM 5/6 license, moving to RCT / MacOS X	\$ _____
<input type="checkbox"/> \$899*	- trading Rainbow USB/LPT/ADB SentinelKey s/n < 9999 (Win/Mac v3.5 or lower).....	\$ _____
<input type="checkbox"/> \$799*	- trading Pocket RCT with WM 5/6 license, moving to RCT / MacOS X.....	\$ _____
<input type="checkbox"/> \$799	- have Wibu Sentinel Key, serial number (s/n) above > 10000, (Win or Mac v3.5/4.x).....	\$ _____
<input type="checkbox"/> \$599	- have Wibu Sentinel Key, serial number (s/n) above > 10000, (Win/Mac Intel 4.x).....	\$ _____
<input type="checkbox"/> \$200*	- CD and manual, from Pocket RCT, original Pocket RCT purchase less than one year ago.	\$ _____
Free download	- Original RCT for Win/Mac purchase less than one year ago –see www.reyburn.com/update	
Total for this box.....		\$ _____

*These trades usually require shipping a SentinelKey for trade. A new USB Mac/Win SentinelKey will be provided. Already have a newer SentinelKey with serial number above 10000 ?Then just fax or mail this form, no return needed.

SHIPPING CHARGES

ALL orders must include shipping!

Shipping charge USA: <input type="checkbox"/> \$25 Fedex 3-day, <input type="checkbox"/> \$35 Fedex 2-day, <input type="checkbox"/> \$50 Fedex 1-day, Shipping total	\$ _____
Michigan residents add 6% sales tax _____	<input type="checkbox"/> Outside USA \$75~150 (actual s/h charged)
Payment: check one: / <input type="checkbox"/> Visa / <input type="checkbox"/> MC / <input type="checkbox"/> Disc / <input type="checkbox"/> Check	Grand TOTAL with shipping.....\$ _____

Visa/MC/Disc number _____ CID _____ (3 digit security code – required)

Exp. Date _____ (mm/yyyy) Signature _____

Pocket RCT only Deactivation code – must be 8 digits!

Cardholder's

Name on Card: _____

CHECKLIST of Required Items for MacOS X trade (see page 2 for details and and Frequently

- | |
|--|
| 1[] This form completely filled out with RMA at top. The RMA must not be more than 10 days old. |
| 2[] <u>Unlocked SentinelKey</u> with Mac/Win SoftKey uninstalled -or- with Pocket RCT 4.1.5f1 or later deactivate code.
Please send your SentinelKey with trade if your serial number is below 10000 or above 100,000,000 (Pocket) |
| 3[] Copy of original RCT receipt (not an upgrade receipt – only required if you did not purchase directly from RPS). |
| 4[] RCT upgrade proof (if applicable, upgrade receipt, Getting Started Manual or CD are proof of purchase). |
| 5[] Full Payment (please include check or cc# and don't forget shipping). |

Shipping your new RCT copy to you: We normally ship items within one or two business days if everything is in order. To avoid any delays please read the following and make sure your paperwork is COMPLETELY and accurately filled out, and you have included PAYMENT for SHIPPING and all required items. Michigan residents please add 6% tax.

Return Merchandise Authorization (RMA) number! (Required only if you need to send us a SentinelKey)

Please make sure to put the RMA number on page 1 above, AND on the outside of the package. RMA numbers are only valid for 10 days from issuance, please call or email for another if your RMA older than 10 days. We want to be prepared to quickly and efficiently serve you, but we can't if we don't know who is shipping what and why. We might be away on vacation or at a PTG convention, which might mean we miss your shipment, or have to delay our normally quick service. We'd like to advise you on shipping and insurance (see below) to avoid loss of any item.

Note: After shipping your trade please email the tracking number to: rctsales@reyburn.com

Important Shipping Instructions! READ BEFORE RETURNING SENTINELKEY TRADE-IN!

Please note that until your trade-in arrives at our door it is your responsibility. In other words, we can't credit your account unless and until it arrives at our place of business in good condition. Please pack all items carefully and insure your trade-in for full value (up to \$1000). We strongly recommend sending your trade-in using a method that has a tracking number and requires a signature when it arrives such as (in order of preference) Fedex, UPS with full insurance and Signature Required service. Do not send DHL, regular post or USPS as it will cause delays.

Shipper is responsible for all shipping charges, destination duties or taxes including brokerage and surety bond fee.

Cross-grading but wish to keep your SentinelKey and copy of RCT for a while? You can keep your old RCT working for up to 30 days, then send in your trade. In this case we charge you the full RCT price up front, then credit you for the trade later. However, sending the SentinelKey trade later reduces trade-in value by at least \$100.

SentinelKey

If your SentinelKey serial number is below 10000 you will need to return your SentinelKey to trade for RCT MacOS X and a new SentinelKey. RCT for OS X only supports "Wibu" brand SentinelKeys. Your SentinelKey should be unlocked (unless you are returning the hard drive or computer also). See your RCT manual for how to unlock the SentinelKey and uninstall SoftKey. The SentinelKey must be unlocked for trade-in to receive full credit.

Can't unlock or deactivate your SentinelKey before sending your trade? If you need to trade a locked Sentinelkey without sending the hard drive or Pocket PC to which it is locked, add \$200.

Pocket RCT SentinelKey:

SentinelKey must be shipped deactivated for full credit. An 8 digit deactivation code will be displayed (write it down) showing that Pocket RCT was properly deactivated from the machine. The code MUST end in 3 or greater. The SentinelKey must be deactivated for full credit. Exception: send the old Pocket PC on which Pocket RCT was running. We don't normally return the old machine unless requested. Deactivating RCT and return the old Pocket PC costs \$50 + s/h. To Deactivate: Tap Start menu, Settings, System tab, Remove Software. See instructions on page 2-3 of the Pocket RCT 4x Getting Started Manual.

Complete Instructions for uninstalling RCT for Win/Mac SoftKey are on page 10 of the RCT (145 page) manual. Please note that uninstalling the RCT software does NOT unlock the SentinelKey from your computer. You must use RCT itself to uninstall SoftKey and unlock the SentinelKey. SoftKey can be uninstalled by attaching the SentinelKey, then choose SoftKey from the RCT edit menu. Press the [Uninstall] button. To be assured that SoftKey is uninstalled and the SentinelKey is unlocked you must get the message "SoftKey is uninstalled. The SentinelKey is now unlocked...". If you don't get this message, SentinelKey is still locked.

Cross-grade and trade-in pricing applies only to Registered RCT users who purchased directly from an Authorized RCT distributor. If you purchased a "used" copy from a private party you will need pay a registration fee.

Shipping address: Reyburn Piano Service, Inc.
2695 Indian Lakes Rd.
Cedar Springs, MI 49319 USA

Contact info: email: rctsales@reyburn.com
Toll free: 888-SOFT-440 (888-763-8440)
voice: 616-340-7277 fax: 616-696-8121

This form subject to change without notice, see the latest version at: www.reyburn.com/download.html