

Pocket RCT cross-grade order form (print & ship with SentinelKey, do not email) July-20-10 pg 1 of 2  
 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 it will delay your order, and changes pricing (see below) sending this form with the key helps us return ship quickly!

Name \_\_\_\_\_ RMA \_\_\_\_\_ (outside of ship 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 \_\_\_ Coupon code:

Cross-grading FROM  Pocket PC /  Macintosh /  Windows TO:  Pocket PC / Windows Mobile

Circle Type of new SentinelKey to send:  SD card  micro-SD card (includes SD adapter)

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

CyberFork \$75 (tuned metronome – A CyberFork is required to calibrate RCT on all platforms.....\$ \_\_\_\_\_

Other charge (see next page for details).....\$ \_\_\_\_\_

You must have the latest licensing to trade SentinelKeys:.....[  ] \$499 – WM 5-6.....\$ \_\_\_\_\_

Do you have a license for the RCT Ten Styles Tuning Library? [  ]No [  ]Yes (include proof of purchase)

A new replacement copy of the library is \$25 on SD card.....\$ \_\_\_\_\_

CyberStand Pocket PC tuning stand, includes tuning tip regular price \$125, or \$95 for Pocket RCT users.....\$ \_\_\_\_\_

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

FREE–trading CF for SD card SentinelKey, purchasing \$499 or more upgrade on this form at same time as SK trade.  
 Trading from RCT for Win/Mac to Pocket RCT:

\$795 trading from RCT Mac/Win v3.0 or older to Pocket RCT or trading any USB, ADB or LPT SentinelKey.

\$695 trading Win/Mac for Pocket, trading RCT v3.5, requires USB SentinelKey,

\$595 trading Win/Mac for Pocket, trading RCT v4.x, requires USB SentinelKey.

\$495 trading Win/Mac for Pocket, trading RST v5.x, requires USB SentinelKey.

Trading CF for SD card SentinelKey:

\$150 –trading for micro-SD SentinelKey. RCT original purchase more than 1 year ago. (may require upgrade!)

\$ 75 –trading for SD SentinelKey, same platform. RCT original purchase more than 1 year ago. (may require upgrade!)

\$125 –trading for SD SentinelKey, same platform, SentinelKey shipped not accompanied by this completed form.

Free -Original RCT purchase within one year (except for shipping),. **MUST INCLUDE THIS COMPLETED FORM**

Total for this box.....\$ \_\_\_\_\_

**SHIPPING CHARGES**

***ALL orders must include shipping!***

Shipping charge USA: [  ] \$20 Fedex 3-day, [  ] \$30 Fedex 2-day, [  ] \$45 Fedex 1-day, Shipping total .....\$ \_\_\_\_\_

**Michigan residents** add 6% sales tax after shipping \_\_\_\_\_ [  ] Outside USA \$50~\$100 (actual s/h charged)

Payment: check one: / [  ] Visa / [  ] MC / [  ] Disc / [  ] Check (NO Amex) Grand TOTAL with shipping.....\$ \_\_\_\_\_

Visa/MC/Disc number \_\_\_\_\_ CID \_\_\_\_\_ (3 digit security code - required)

Exp. Date \_\_\_\_\_ (mm/yyyy) Signature \_\_\_\_\_

Cardholder's

Name on card: \_\_\_\_\_

**Pocket RCT only Deactivation code – must be 8 digits!**

Did you include complete shipping and payment information including the 3 digits on the back of the credit card?  
 If this form is not complete your shipment will be delayed!

Please: BOXED IN AREAS on Page 1 MUST BE COMPLETED TO INSURE FAST SERVICE!

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

Shipping your new RCT copy to you: We normally ship items within two business days if you have followed these directions carefully. To avoid any delays please read the following and make sure this form is COMPLETELY and accurately filled out, and you have included PAYMENT for SHIPPING and all required items. Michigan residents please add 6% sales tax.

Return Merchandise Authorization (RMA) number REQUIRED!

Please contact us for and RMA number and 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 contact us 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](mailto:rctsales@reyburn.com)

Important Shipping Instructions! READ BEFORE RETURNING 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 retail replacement value. 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. We do NOT recommend DHL, USPS or regular post service because of the problems collecting on insurance.

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

Pocket RCT SentinelKey: (No trades without sending SentinelKey!)

SentinelKey must be deactivated with Pocket RCT 4.5.5f1 or later. An 8 digit deactivation code will be displayed (write it down and enter it on the 1<sup>st</sup> page of this form) 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 is free, but to return the old Pocket PC costs \$25 for s/h.

To Deactivate: Tap Start menu, Settings, System tab, Remove Software. See instructions on page 2-3 of the Pocket RCT 4.x Getting Started Manual or on our web site at [www.reyburn.com/faq.html](http://www.reyburn.com/faq.html)

Note: If we receive a SentinelKey which has not been deactivated, and the old machine was not sent, we can not proceed with the trade. You must provide a deactivation code or the old machine (we will deactivate at no charge).

Mac/Windows RCT SentinelKey: (No trades without sending SentinelKey!)

Your Mac/Win SentinelKey must be unlocked to trade with full credit. If you can't unlock the SentinelKey you can still get full credit if you return the computer or hard drive with the key. Note that we don't normally return the old machine or hard drive. 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!!

Upgrading your RCT software

If you need to trade your SentinelKey you must upgrade to the latest platform licensing! See [www.reyburn.com/rctupgrade.html](http://www.reyburn.com/rctupgrade.html) for pricing.

Cross-grade and trade-in pricing applies only to Registered RCT users. Others will need to pay a registration fee, see: <http://www.reyburn.com/supportpackage.html>

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

Contact info: email: [rctsales@reyburn.com](mailto: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](http://www.reyburn.com/download.html)