

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 \_\_\_

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

Circle Type of new SentinelKey to send:  USB (Mac/Win)  SD  mini-SD  micro-SD (.....Pocket PC.....)

Date of original RCT invoice: \_\_\_\_\_ A copy of original invoice is REQUIRED!  
 (Available from your RCT distributor. RPS, Inc. has a copy of your invoice ONLY if you purchased from RPS, Inc.)

If you are using RCT Macintosh or Windows, please check current version:  <=3.0.x  3.5.x  4.x

CyberFork \$49 (tuned metronome – A CyberFork is required to calibrate RCT on all platforms.....\$ \_\_\_\_\_

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

Common Upgrades  \$399 - Windows Mobile 5-6  \$499 - Windows Vista/RCT 4.x from RCT 3.5x.....\$ \_\_\_\_\_

Note: trading SentinelKey type requires upgrade to the latest version and OS for your platform!

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 CD or SD card.....\$ \_\_\_\_\_

\$85 Spurlock Pocket PC stand (Pocket PC make/model: .....\$ \_\_\_\_\_

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

No charge -Original RCT purchase within one year (except for shipping),. **MUST INCLUDE ALL REQUIRED ITEMS.**

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

\$ 25 –trading SentinelKey, same platform, purchasing \$200 or more upgrade at same time as SK trade.

Trading from Mac Classic to Windows RCT:

\$695 trading Mac Classic for RCT Windows 4.x, trading Rainbow ADB/USB SentinelKey s/n < 999 (RCT v3.5)

\$795 trading Mac Classic for RCT Windows 4.x, trading Rainbow SentinelKey s/n < 999, (RCT v3.0 or older).

Trading from RCT for Win/Mac to Pocket RCT:

\$350 trading Win/Mac for Pocket, original RCT purchase on or after Jan. 1, 2004, but more than 1 year ago.

\$395 trading Win/Mac for Pocket, original RCT purchase during 2003.

\$495 trading Win/Mac for Pocket, original RCT purchase during 2002.

\$595 trading Win/Mac for Pocket, original RCT purchase during 2001 or earlier , have RCT v3.5,

\$695 trading from RCT Mac/Win v3.0 or older to Pocket RCT. Total for this box.....\$ \_\_\_\_\_

**REQUIRED 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 \_\_\_\_\_  Outside USA \$50~\$100 (actual s/h charged)

Payment: check one:  Visa /  MC /  Disc /  Check Grand TOTAL with shipping.....\$ \_\_\_\_\_

Credit Card number \_\_\_\_\_ CID \_\_\_\_\_

Valid thru \_\_\_\_\_ Signature \_\_\_\_\_

Cardholder's

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

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

\_\_\_\_\_

CHECKLIST OF **REQUIRED ITEMS** for all trades (see page 2 for details and and Frequently Asked Questions)

- 1  This form completely filled out with RMA at top. The RMA must not be more than 10 days old.
- 2  Unlocked SentinelKey with Mac/Win SoftKey uninstalled -or- with Pocket RCT 3.2.0f2 or later deactivate code.
- 3  Copy of original RCT receipt (not an upgrade receipt – only required if you did not purchase directly from RPS).
- 4  Proof of purchase for any paid upgrades (Receipt or Mac/Win manuals or CD are proof of purchase).
- 5  Full Payment (even no-charge trades need check or cc# for shipping).

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

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 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 value (\$800 for RCT SentinelKey). 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 or DHL. We do NOT recommend 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 4.1.5f1 or later. 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 3.x Getting Started Manual.

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

Your 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 RCT and returning the hard drive to you costs \$50 plus s/h. If you can't unlock your SentinelKey and can't return the locked SentinelKey with hard drive, contact us.

Complete Instructions for uninstalling Mac/Win SoftKey are on page 10 of the RCT 3.5 or 4.x (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!!

Upgrading your RCT software

If you do not have a license for running the latest RCT version on the latest operating system (for instance, Windows Mobile 5.0 or Windows Vista) and are trading a SentinelKey, you must upgrade to the latest version. This applies even if you want to run RCT on an older operating. See [www.reyburn.com/rctupdate.html](http://www.reyburn.com/rctupdate.html) for pricing.

Moving to MacOS X? Please use the Macintosh-specific cross-grade form at [www.reyburn.com/osxrctintro.html](http://www.reyburn.com/osxrctintro.html).

SentinelKey trade is reduced to just \$25 if purchasing an upgrade of \$200 or more on the same order as trade. See [www.reyburn.com/faq.html](http://www.reyburn.com/faq.html) for up-to-date system requirements for RCT on any platform.

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: 616-696-1002 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)