

Windows RCT cross-grade order form (print & ship with SentinelKey, don't email) July 25-2010 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 we will add a \$50. 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 ___

Cross-grading FROM Win Mobile/ Macintosh / Windows TO: Windows

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.)

If you are using RCT Macintosh or Windows, please check current version: <=3.0.x 3.5.x 4.x 5.x
 CyberFork \$99 (tuned metronome – A CyberFork is required to calibrate RCT on Windows.....\$ _____
 Other charge (see next page for details).....\$ _____
 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\$ _____

REQUIRED: CHECK ONE ITEM IN THIS BOX and include all required items to receive prices below
 Trading SentinelKey is free when purchasing a \$499 or more upgrade on this form.

Price	trading up to Windows RCT version 5.x from:	
<input type="checkbox"/> \$799	RCT Mac/Win 3.0 or lower or or Pocket RCT	\$ _____
<input type="checkbox"/> \$699	RCT Mac/Win 3.5	\$ _____
<input type="checkbox"/> \$499	RCT for Windows or Mac version 4.x	\$ _____

Note: Trading SentinelKeys requires upgrading to the latest version! Our USB SentinelKeys will not work on older versions.

\$ 99 –trading SentinelKey, same platform. RCT original purchase more than 1 year ago.
 \$149 –trading SentinelKey, same platform. , SentinelKey shipped not accompanied by this completed form.
 Free -Original RCT purchase within one year (except for shipping),. MUST INCLUDE ALL REQUIRED ITEMS.
 Total for this box.....\$ _____

SHIPPING CHARGES

ALL orders must include shipping!

Shipping charge USA: \$25 Fedex 3-day, \$35 Fedex 2-day, \$50 Fedex 1-day, Shipping total\$ _____
Michigan residents add 6% sales tax after shipping _____ Outside USA \$75~\$100 (actual s/h charged)
 Payment: check one: / Visa / MC / Disc / Check (NO Amex) Grand TOTAL with shipping.....\$ _____

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

Pocket RCT only Deactivation code – must be 8 digits!

Exp. Date _____ (mm/yyyy) Signature _____

Cardholder's

Name on card: _____

CHECKLIST OF REQUIRED ITEMS for all trades (see page 2 for details and FAQ).

- 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 deactivated Pocket RCT SentinelKey
- 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!

Note: This form is *required*, a completed copy must physically accompany your SentinelKey!

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 an 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 is 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 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 or UPS. We do NOT recommend DHL or 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.

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

Your SentinelKey must be shipped 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 is free but returning the hard drive to you costs \$25 for s/h. If you can't unlock your SentinelKey and can't return the locked SentinelKey with hard drive, contact us.

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 Mac/Win SoftKey are on page 10 of the RCT 3.5 or later (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 need to trade your SentinelKey you must upgrade to the latest platform licensing! See www.reyburn.com/rctupgrade.html for pricing. Moving to MacOS X? Please use the Mac-specific cross-grade form at www.reyburn.com/osxrctintro.html.

SentinelKey trade is FREE if purchasing an upgrade of \$499 or more on the same order as trade.

See 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
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