



Mastercool[®]
"World Class Quality"

To: _____ Date: _____

Please complete Part 1 and either **email to returns@mastercool.com or fax to 973.252.2455 with copy of purchase receipt.** Mastercool will then complete part 2 and either fax back or email you. After you receive RMA number, please follow instructions in Part 3 to expedite your return claim.

Part 1

Please provide us with the following information in order to apply for Return Material Authorization (RMA) Number:

Check one: Distributor or retailer Retail customer

Name: _____ Telephone Number: _____

Address: _____ Fax Number: _____

City/St/Zip: _____ Email Address: _____

1. Date Purchased? _____

2. Distributor or Retailer Purchased from? _____

3. Model, Model Number (and serial number if applicable) _____ Detailed explanation of the problem: (please attach additional paper if more space is needed)

Part 2

Your RMA number is: _____

Part 3

KINDLY FOLLOW THE INSTRUCTIONS BELOW TO EXPEDITE YOUR RETURN CLAIM:

1. Return a copy of this form with the product.
2. Please ship the goods PREPAID to the address below and note RMA number on the outside of the package. Include a return address, contact name, and telephone number.
3. Each tool must be clearly marked with a detailed explanation of the type of problem.
4. When requesting warranty service, please provide a proof of purchase receipt if a Warranty Card has not been sent to Mastercool, Inc.
5. The RMA is valid for a period of 30 days from the date of issue.

WHEN RETURNING A VACUUM PUMP, REMOVE ALL OIL BEFORE SHIPPING.

Your Cooperation is Greatly Appreciated.

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