

Master Lock®



Master Lock TSA-Accepted Lock Product Return Form

Date: _____

First Name: _____

Last Name: _____

Street Address: _____

City: _____

State: _____

Zip Code: _____

We are sorry to learn that your Master Lock TSA-accepted lock was cut off. TSA screeners are trained to recognize TSA-accepted locks. If they need to cut a lock, they are trained to place the cut lock and a Notification of Baggage Inspection inside your bag.

However, there is a chance that the TSA screener failed to recognize your TSA-accepted lock as such and cut the lock off accidentally.

We will send you a replacement lock if you return your cut lock to us. We appreciate and forward all TSA-accepted lock concerns to Travel Sentry who follows up with the TSA at the specific airport where the issue occurred. To do this, we ask that you please provide the following:

1. The date of travel and name of airport at which you checked in.

2. The airline, flight # and time of flight.

3. Did the TSA place a "Notification of Baggage inspection" inside your bag? _____

4. If your lock was refused, provide the name and badge # of the TSA screener who refused it, if known.

PLEASE RETURN THIS COMPLETED FORM AND YOUR CUT MASTER LOCK TSA-ACCEPTED LOCK TO:

Master Lock Company
Attn: TSA-accepted Lock Return Dept
137 W Forest Hill Ave
Oak Creek, WI 53154

Once we receive your lock, we will forward the appropriate lock back to you. Please allow 10 working days to receive it.

Thank you for your continued use of the Master Lock products!