



Product Defect Return Form

Date: \_\_\_\_\_

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

- NOTE: Street address MUST be a physical address. We cannot ship to a PO Box

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone #: \_\_\_\_\_

Please provide the following information regarding the product you are returning.  
Please use a separate form for each lock returned.

1. Model number of your defective Master Lock: \_\_\_\_\_  
*(Note, we do our best to match your replacement product, however, there are instances in which the lock being requested has been discontinued. In such a case, we will replace your lock with a like item)*
2. Should your replacement lock be keyed to the same key number as the lock you are returning?  
*(NOTE: We do our best to match your key number however, there are instances in which the key number being requested is not available. In such a case, we will replace your key number with one that is available)*

Circle one: YES NO If yes, what is the key #? \_\_\_\_\_

3. Where did you purchase your Master Lock? \_\_\_\_\_

4. How long have you owned this product? \_\_\_\_\_

5. Briefly describe for what purpose you were using the lock: \_\_\_\_\_  
\_\_\_\_\_

6. Please summarize the product defect: \_\_\_\_\_  
\_\_\_\_\_

Note: Product received for replacement will not be returned.

**PLEASE PRINT THIS FORM AND RETURN IT WITH YOUR DEFECTIVE MASTER LOCK TO:**

Master Lock Warehouse  
1600 W La Quinta Rd  
Suite 1  
Nogales, AZ 85621