



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 has been discontinued. 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 number: _____

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 PRODUCT TO:

Master Lock Warehouse
1600 W La Quinta Rd
Suite/WHSE # 2B
Nogales, AZ 85621