



Claimant (Your) Refn:

YAM0055

**TRANSIT WARRANTY CLAIM FORM****1. Claimant (Payer of freight charges)**Name Of Contact Person: ( Mr ☒ Ms ☐ ) Craig D'SouzaPostal Address: Level 1, 99 Queensbridge Street, SouthbankTelephone No: ( 03 ) 9693 5255Fax No: ( 03 ) 9699 2332

Account No: \_\_\_\_\_

Email Address: craig.dsouza@music.yamaha.com**2. Details Of Claim**

- (a) Damage Or Loss: Lost
- (b) Description Of Goods: Home Theatre package
- (c) Description Of Packaging: Carton
- (d) Address Location Of Goods\*: TTL Logistics, 231 - 233 Boundary Road, Laverton North, 3026
- For Damage Claims Only. \*Assessment May Be Required. Email digital images, if any, to: [transit.warranty@startrack.com.au](mailto:transit.warranty@startrack.com.au)

**3. Consignment Information**

- (a) Consignment Note Number: YMA75212, CMR2001003829
- (b) Despatch Date: 16/02/16 Delivery Date: 17/02/16
- (c) Service Type (Road/Air/Tailgate/Other: Road Express
- (d) Sender's Name: Yamaha Music Australia
- (e) Receiver's Name: Winning Group

**4. Valuation**

- (a) Warranty Cover Selected: i. Automatic Warranty \$500 ☒ ii. Automatic Warranty \$1,000 ☒  
iii. Optional (Declared Value) ☐ Amount Declared: \$ 243.64
- (b) Cost Per Item Claimed: \$ please see attached
- (c) Total Amount Of Claim\*: \$243.64

\* Freight charges and GST are excluded from any claim settlement

- (d) Attach either: Cost Price (or suppliers) Tax Invoice, include landed costs or; Itemised Cost Of Manufacture or;  
Itemised Cost Of Repair, with the claim form for consideration.

**5. Claimant Warrants**

- (a) All goods are consigned in accordance with Star Track's Terms and Conditions of Contract.
- (b) **Damage** Consignment must be reported within 7 days, after the date of delivery, on the Consignment Note\*.
- (c) **Loss** Consignment must be reported within 14 days, after the date of despatch, on the Consignment Note\*.
- (d) Completed claim forms must be submitted, within 14 days of the reported loss Consignment and 7 days for damage consignment
- (e) Completed claim forms and all supporting documents have been either,  
i. Emailed to: [transit.warranty@startrack.com.au](mailto:transit.warranty@startrack.com.au), or  
ii. Posted to: **Star Track, Corporate Claims - Transit Warranty, Locked Bag 7, Gordon NSW 2072**, or  
iii. Faxed to: **(02) 9459 5050**

\* Or, any form of electronic signature.

I / We hereby declare that all statements made are true and have complied with point 5.

Name: ( Mr ☒ /Ms ☐ ) Craig D'Souza Position Title Logistics ManagerOn the 6th day of April 20 16

## Craig DSouza

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**From:** businesscentre@startrack.com.au  
**Sent:** Wednesday, 6 April 2016 10:51 AM  
**To:** Craig DSouza  
**Subject:** Re: FW: YMA75212 - CMR2001003829 [ ref:\_00D301GGce,\_500901EkqGL:ref ]



Case No.: 04892099

Hi Craig,

The last update from our Melrose Park depot is that the freight is not there currently (it last scanned with them on 25/02) and they have also attempted to get a re-sign from the receiver, however they have refused to do so, so unfortunately we have no POD for this freight.

If necessary, I would suggest lodging a transit warranty claim on this one, as the depot cannot locate the freight and the customer is refusing to re-sign for it..

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Regards,

**Neil Cherrie**

Business Solutions Consultant  
StarTrack Customer Service Centre  
T 1800 427 783 | F 03 9336 5993  
E [businesscentre@startrack.com.au](mailto:businesscentre@startrack.com.au)  
W [startrack.com.au](http://startrack.com.au) | [auspost.com.au](http://auspost.com.au)

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----- Original Message -----

**From:** Craig DSouza [[craig.dsouza@music.yamaha.com](mailto:craig.dsouza@music.yamaha.com)]  
**Sent:** 5/04/2016 4:10 PM

**To:** businesscentre@startrack.com.au

**Subject:** FW: FW: YMA75212 - CMR2001003829 [ ]

Hi Neil,

No one has ever got back to me on this.

Regards,

**Craig D'Souza** | Logistics Manager



**YAMAHA MUSIC AUSTRALIA**  
Level 1, 99 Queensbridge Street  
Southbank VIC 3006 Australia  
P: +61 3 9693 5255  
M: +61 400 818 796  
F: +61 3 9699 2332  
E: [craig.dsouza@music.yamaha.com](mailto:craig.dsouza@music.yamaha.com)

**From:** businesscentre@startrack.com.au [mailto:businesscentre@startrack.com.au]

**Sent:** Thursday, 31 March 2016 1:06 PM

**To:** Craig DSouza <craig.dsouza@music.yamaha.com>

**Cc:** Logistics(AUS) <Logistics-AUS@music.yamaha.com>

**Subject:** RE: FW: YMA75212 - CMR2001003829 [ ]

Hi Craig,

Thank you for your enquiry. I will follow up and advise.

----- Original Message -----

**From:** Craig DSouza [craig.dsouza@music.yamaha.com]

**Sent:** 30/03/2016 4:07 PM

**To:** businesscentre@startrack.com.au

**Cc:** logistics-aus@music.yamaha.com

**Subject:** FW: YMA75212 - CMR2001003829

Hi All,

I have been waiting for a POD for CMR2001003829 for a couple of weeks , can anyone please give me an update.

Regards,

Craig D'Souza | Logistics Manager



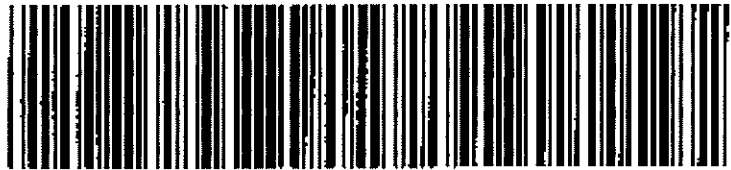
**YAMAHA MUSIC AUSTRALIA**  
Level 1, 99 Queensbridge Street  
Southbank VIC 3006 Australia  
P: +61 3 9693 5255  
M: +61 400 818 796  
F: +61 3 9699 2332  
E: [craig.dsouza@music.yamaha.com](mailto:craig.dsouza@music.yamaha.com)

**From:** Craig DSouza  
**Sent:** Tuesday, 15 March 2016 3:25 PM  
**To:** 'Contact Centre Business Centre 9' <[businesscentre9@startrack.com.au](mailto:businesscentre9@startrack.com.au)>  
**Subject:** YMA75212

Hi,

Can I please get a POD for:

Connote: YMA75212(Set page to landscape when printing)



Star Track Express Pty Limited  
A.B.N. 44 001 227 890

DESPATCH DATE  
**16-02-2016**

SENDER NAME  
AND PICK-UP ADDRESS

AVIT YAMAHA MUSIC  
AUSTRALIA  
C/- 231-233 BOUNDARY ROAD  
(TT LOGISTICS)

LAVERTON NORTH  
VIC 3026

TELEPHONE No. 96935111

10102143

RECEIVER NAME  
AND DELIVERY ADDRESS

WINNING GROUP

~~STATEMENT ONLY~~  
~~LVL 2/20A DANKS ST~~  
**15 SHIRLEY**  
~~REDFERN~~ *Qc*  
NSW *20*  
TELEPHONE No.

No. of Items	YMA75212	Description of Goods	SENDER'S REFERENCE No.
1	CTN	CARTON	017517

REP

**POD**

SPECIAL INSTRUCTIONS **YMA75212**

*Cn*  
Receiver's Signature

Receiver's Full Name

Run No: 016

Printed 24/02/2016 08:11:55 for BOT

Regards,

Craig D'Souza | Logistics Manager



[au.yamaha.com](http://au.yamaha.com)

**YAMAHA MUSIC AUSTRALIA**

Level 1, 99 Queensbridge Street

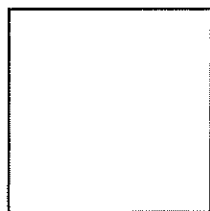
Southbank VIC 3006 Australia

P: +61 3 9693 5255

M: +61 400 818 796

F: +61 3 9699 2332

E: [craig.dsouza@music.yamaha.com](mailto:craig.dsouza@music.yamaha.com)



ref:\_00D301GGce.\_500901EkqGL:ref



# YAMAHA MUSIC AUSTRALIA PTY, LTD.

Level 1, 99 Queensbridge Street, Southbank VIC. 3006 Australia  
P.O. Box 268 South Melbourne VIC. 3205 Australia  
Telephone +61 3 9693 5111 Facsimile +61 3 9699 2332  
ABN 84 004 259 527 017517

<b>CHARGED TO:</b>	
WINNING GROUP	1WIN00-000
STATEMENT ONLY	
LVL 2/20A DANKS STREET	
REDFERN	
NEW SOUTH WALES 2016	
ABN/ACN	94 002 193 688

2089737	INVOICE NO.
16/02/16	INVOICE DATE
INVOICE WITH GOODS	INVOICE TYPE
3T TT VICGOOD	WAREHOUSE
017517	SHIPMENT NO.
30 DAYS FROM STATEMENT DATE NR	PAYMENT TERMS
31/03/16	DATE DUE

<b>DELIVERED TO:</b>	
WINNING GROUP	1WIN00-000
STATEMENT ONLY	
LVL 2/20A DANKS STREET	
REDFERN	
NEW SOUTH WALES 2016	

# TAX INVOICE

UNIT PRICE	UNIT QTY	TAX CODE	SUGGESTED RETAIL PRICE	ITEM NUMBER	DESCRIPTION	QTY. ORDERED	QTY. SUPPLIED	QTY. B/O	EXTENDED VALUE (INCLUSIVE OF GST)
374.32	37.43	1	549.00	YHT1810B	YAMAHA HOME THEATER PACKAGE	1	1		411.75
					YHT-1810 BLACK 5.1 HTIB SYSTEM BLK				
					S/NOS. 21T3947562P				
					ORDER NO. 623683-010				
					DEALER'S P.O. PO247957				
					SALE-TO. 1WIN00-003				
					WIN-VIC WHS				
					51-59 NORTH VIEW DRIVE				
					SUNSHINE (VIC)				
					VICTORIA				
					3020				

ALL PAYMENTS TO P.O. BOX 268 STH. MELBOURNE 3205

TAX CODES: 0=EXEMPT 1=10.00% 2=22.00% 3=10.00%  
4=10.00% 6=10.00% 7=10.00% 8=0.00%

37.43 GST INCLUDED IN THIS INVOICE

ASSEMBLED BY	PACKED BY	DATE DISPATCHED	NO. OF CARTONS	KILOS	CARRIER	COMBINATION NOTE	GOODS RECEIVED BY	TOTAL PRICE INCLUDES GST	EXTENDED VALUE
	XXX	16/02/16	1	31	STARTRACK AVIT	YMA75212		411.75	

## PLEASE NOTE: OUR TERMS AND CONDITIONS OF SUPPLY INCLUDE THE FOLLOWING YMA TRADING TERMS

- The price set out or referred to herein is a recommended price only and there is no obligation to comply with this recommendation.
- Approval to return of merchandise form must be obtained prior to return of goods.
- Full details of claims relating to this invoice should be returned with reasonable advice.
- Payment for all goods must be made to Yamaha Music Australia Pty Ltd (YMA) within 30 DAYS after the date of issue of the relevant relevant statement to the named dealer (Dealer), unless a different period is specified in writing by YMA. In the event that the Dealer fails to make payment within that time, the Dealer will be liable, upon demand by YMA, to pay a further charge on the outstanding amount at a rate of 2% above the overland rate applied to YMA by its bank at that time. This further charge will be calculated daily and based on a minimum of 30 days outstanding even if the relevant amount has been outstanding for less than 30 days. No failure by YMA to require the Dealer to pay a further charge operates as a waiver of any of YMA's rights, unless YMA provides such waiver in writing.
- If the Dealer fails to make any payment to YMA, YMA may, in its absolute discretion, refuse to supply the Dealer.
- The Dealer must maintain their account with YMA within any credit limits determined by YMA from time to time.
- Fault in the goods passes to the dealer upon delivery to the Dealer.
- Local and beneficial title in and to the goods is retained by YMA and YMA has a Security Interest (as defined in the Personal Property Securities Act 2009 (Cth) (PPSA)) in the goods. The Security Interest secures all monies owing by the Dealer to YMA until full payment is made for the goods and all other monies which may at any time be owing by the Dealer to YMA on any account. YMA's Security Interest in the goods attaches (as defined in the PPSA) to the goods when the Dealer obtains possession of the goods and to the proceeds of sale of the goods.
- The Dealer agrees that it will not grant or seek to grant any Security Interest in the goods adverse to YMA's Security Interest in the goods.
- The Dealer agrees that YMA, its employee or agent may at any time during the Dealer's normal working hours and with or without notice enter the Dealer's premises or any other place where the goods or any of them are from time to time to inspect and examine the goods, including their condition. In the event that the Dealer does not have normal working hours, "normal working hours" means the hours of 9am to 5pm Monday to Friday.

These Terms are to be read in conjunction with the terms contained in the Terms of Trade between YMA and the Dealer and together comprise the entire agreement between the Dealer and YMA. To the extent of any inconsistency between these Terms and the Terms of Trade, the Terms of Trade prevail to the extent of the inconsistency. No other terms apply between the Dealer and YMA unless expressly agreed in writing by YMA.

INTEREST MAY BE CHARGED  
ON OVERDUE ACCOUNTS.  
E. & O.E.

BRANCH : 00 MUSIC AUSTRALIA

ITEM CODE : YHT1810B YAMAHA HOME THEATER PACKAGE

DATE : 6/04/16 YHT-1810 BLACK 5.1 HTIB SYSTEM BLK

L.I.C. : 243.64 AD