



Claimant (Your) Refn:

YAM0054

TRANSIT WARRANTY CLAIM FORM

1. Claimant (Payer of freight charges)

Name Of Contact Person: (Mr ☒ Ms ☐) Craig D'Souza

Postal Address: Level 1, 99 Queensbridge Street, Southbank

Telephone No: (03) 9693 5255

Fax 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: YAMAHA SUBWOOFER SYSTEM, YAMAHA DIGITAL SOUND PROJECTOR
- (c) Description Of Packaging: Cartons
- (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

3. Consignment Information

- (a) Consignment Note Number: Y MA73965
- (b) Despatch Date: 15 / 01 / 16 Delivery Date: 16/01/2015
- (c) Service Type (Road/Air/Tailgate/Other: Road Express
- (d) Sender's Name: Yamaha Music Australia
- (e) Receiver's Name: B ING LEE PROSPECT

4. Valuation

- (a) Warranty Cover Selected: i. Automatic Warranty \$500 ☒ ii. Automatic Warranty \$1,000 ☒
iii. Optional (Declared Value) ☐ Amount Declared: \$ 701.15
- (b) Cost Per Item Claimed: \$ please see attached
- (c) Total Amount Of Claim*: \$ 701.15

* 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, 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 Manager

On the 5th day of April 20 16

Craig DSouza

From: Contact Centre Business Centre 9 <businesscentre9@startrack.com.au>
Sent: Monday, 7 March 2016 11:05 AM
To: Craig DSouza; Contact Centre Business Centre 9
Cc: Belinda Walker; avsales@gmx.yamaha.com
Subject: RE: Inv 2085228 - YMA73965

Hi Craig,

As advised previously on this one, 10 cartons delivered on sub docket # **DZ10486505**.

2 cartons are missing, searches have been unsuccessful.

Feel free to proceed with a transit warranty claim on these 2 items.

Cheers

Neil Cherrie
Business Solutions Consultant



140 Sharps Road, Melbourne Airport, VIC 3043
T 1800 427 783 | F 03 9336 5993
E Neil.Cherrie@startrack.com.au | W startrack.com.au

From: Craig DSouza [mailto:craig.dsouza@music.yamaha.com]
Sent: Friday, 4 March 2016 5:27 PM
To: Contact Centre Business Centre 9
Cc: Belinda Walker; avsales@gmx.yamaha.com
Subject: FW: Inv 2085228 - YMA73965

Hi Neil,

Still showing as a book in please advise ETD.

Track & Trace - Consignment Details

SEARCH: ☒ Consignment No. ☐ Reference Number
YMA73965

Sender Name:	AVIT YAMAHA MUSIC AUSTRALIA	Despatch date:	15-JAN-2016
Receiver Name:	BING LEE PROSPECT	ETA date:	22-JAN-2016
Receiver Address:	SHOP 29 HOMEBASE CENTRE, 19 STODDART ROAD PROSPECT (NSW) NSW 2148	POD on file date:	Not on file
Receiver Phone:			
Despatch depot:	MEL	Items Consigned:	12
Delivery depot:	SYD	Not Scanned:	
Weight(Kg):	124	At Pickup Point:	
Volume (Cu.Mt):	0.989	Final Shortage:	
Service:	EXP	In Transit:	
Unit Type:	***	At Delivery Depot:	12
Quality Control Code:	N/A	Delivered:	
Senders References			

Consignment information for YMA73965

No	Scanning date/time	Scanning depot	Status description
1	20-JAN-2016 11:06	SYD	BOOK-IN. DELIVERY DUE 22/01/2016

From: Belinda Walker
Sent: Thursday, 3 March 2016 2:09 PM
To: Craig DSouza <craig.dsouza@music.yamaha.com>
Subject: Inv 2085228 - YMA73965

Hey Craig,

BL claim this order was short delivered and has asked to look into the missing units, however I can't get a POD at all.

Please investigate...thanks

Proof of Delivery

As an authorised user of Star Track Express online, we can provide a signed digital image of your consignment as proof of delivery.

This is available on-line, or may be emailed to you. To obtain an image of your POD, enter the consignment note number, and choose either on-line viewing or email (enter an email address for the option).

View on Web or : ☒ (single consignment only)

Send via Email : ☐ (Up to 25 consignments)

Consignment : Use commas to separate multiple consignments:

number(s) : YMA73965

Email address :

Message : A P.O.D. copy of consignment note YMA73965 has yet to be filed.

Kind Regards,
Belinda Walker | Assistant Credit Manager | Operations & Finance

YAMAHA MUSIC AUSTRALIA
Level 1, 99 Queensbridge Street
Southbank VIC 3006 Australia
P: +61 3 9693 5157
F: +61 3 9699 2332
E: belinda.walker@music.yamaha.com

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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 96925111 Facsimile +61 3 9699 2332
ABN 84 004 259 527
013652

CHARGED TO:	
BING LEE	1BL001-000
LEVEL 1, 702 WOODVILLE RO	
AD	
OLD GUILDFORD	
NEW SOUTH WALES 2161	
ABN/ACN	61 000 733 488

INVOICE NO.	2085228
INVOICE DATE	15/01/16
INVOICE TYPE	INVOICE WITH GOODS
WAREHOUSE	3T TT VICGOOD
SHIPMENT NO.	013652
PAYMENT TERMS	30 DAYS NET WITHOUT ROLLOVER
DATE DUE	29/02/16

DELIVERED TO:	
BING LEE PROSPECT	1BL001-048
SHOP 29 HOMEBASE CENTRE,	
19 STODDART ROAD	
PROSPECT (NSW)	
NEW SOUTH WALES 2149	

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)
681.14	68.11	1	999.00	YSP1600BSW	S/NOS.21I278285VX ORDER NO.625924-050 DEALER'S P.O.991347PT YSP1600BSW YSP1600 & YSTSW030BL YAMAHA DIGITAL SOUND PROJECTOR S/NOS.21I372286YO 21I373256YO YSTSW030B SUBWOOFER S/NOS.21T766015WY 21T830755XZ ORDER NO.625924-060 DEALER'S P.O.991347PT YAMAHA DIGITAL SOUND PROJECTOR YSP-2500 BLACK S/NOS.21I420645XZ ORDER NO.625924-070 DEALER'S P.O.991347PT	2	2	2	1,498.50
749.32	74.93	1	1,099.00	YSP2500B		1	1	1	824.25
ALL PAYMENTS TO P.O. BOX 268 STH.MELBOURNE 3205									
TAX CODES: 0=EXEMPT 1=10.00% 2=22.00% 3=10.00% 357.55 GST INCLUDED IN THIS INVOICE 4=10.00% 6=10.00% 7=10.00% 8=0.00%									
TOTAL PRICE INCLUDES GST 3,933.06									
ASSEMBLED BY	PACKED BY	DATED/DISPATCHED	NO. OF CARTONS	KILOS	CARRIER	CONSIGNMENT NOTE	GOODS RECEIVED BY		
XXX		15/01/16	12	251	STARTRACK AVIT	YMA73965			

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

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 the 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 remittance 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.
- Risk in the goods passes to the dealer upon delivery to the Dealer.
- Legal 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 on any account. YMA's Security Interest in 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 (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.



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
013652

CHARGED TO:
BING LEE
LEVEL 1, 702 WOODVILLE RD
AD
OLD GUILDFORD
NEW SOUTH WALES 2161
ABN/ACH 61 000 733 488

INVOICE NO. 2085228
INVOICE DATE 15/01/16
INVOICE TYPE INVOICE WITH GOODS
WAREHOUSE 3T TT VICGOOD
SHIPMENT NO. 013652
PAYMENT TERMS 30 DAYS NET WITHOUT ROLLOVER
DUE DATE 29/02/16

DELIVERED TO:
BING LEE PROSPECT
SHOP 29 HOMEBASE CENTRE,
19 STODDART ROAD
PROSPECT (NSW)
NEW SOUTH WALES 2149



UNIT PRICE	UNIT QTY	TAX CODE	SUGGESTED RETAIL PRICE	ITEM NUMBER	DESCRIPTION	QTY. ORDERED	QTY. SUPPLIED	QTY. S/D	EXTENDED VALUE (INCLUSIVE OF GST)
272.05	27.21	1	399.00	MCRB043DDGY	YAMAHA DESKTOP AUDIO SYSTEM MCR-B043D DARK DARK GREY S/NOS. 21Y154125XZ ORDER NO. 625924-010 DEALER'S P.O. 991347PT	1	1		299.26
237.95	23.80	1	349.00	YAS105B	YAMAHA FRONT SURROUND SYSTEM YAS-105 BLACK ASX SOUNDBAR BLACK S/NOS. 21I489765XZ ORDER NO. 625924-040 DEALER'S P.O. 991347PT	1	1		261.75
953.91	95.39	1	1,499.00	YHT7920AUB	5.1 CH H/T SYSTEM SET COMPONAN YHT7920 BLACK HT 5.1 CHANNEL 5.1 CH AV RECEIVER RXV479B S/NOS. 21Y674815XZ NSF150B S/NOS. 21I173112 NSP150B SPK PACK CENTRE + 2 BOOKSHELF S/NOS. 21I141180 YSTSW216B YAMAHA SUBWOOFER SYSTEM	1	1	1	1,049.30

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%

CONTINUED NEXT PAGE

ASSEMBLED BY	PACKED BY	DATE DISPATCHED	NO. OF CARTONS	KG/KG	CARRIER	CONSIGNMENT NOTE	GOODS RECEIVED BY	TOTAL PRICE INCLUDES GST
	XXX	15/01/16	12	251	STARTRACK AVIT	YMA73965		

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- 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.
- Risk in the goods passes to the dealer upon delivery to the Dealer.
- Legal 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 attached (as defined in the PPSA) is 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 8.00 hours of time to 5.00 Monday to Friday.

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

TAX INVOICE

ITEM CODE : YSP1600B YAMAHA DIGITAL SOUND PROJECTOR
DATE : 5/04/16 YSP-1600 BLACK YSP MC SOUNDBAR BLK
L.I.C. : 267.32 AD

ITEM CODE : YSP2500B YAMAHA DIGITAL SOUND PROJECTOR
DATE : 5/04/16 YSP-2500 BLACK BLACK
L.I.C. : 433.83 AD