



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: Loss
- (b) Description Of Goods: G I G M A K E R C 4 0
- (c) Description Of Packaging: Carton containing 6 guitars
- (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: YAM50725
- (b) Despatch Date: 24/02/16 Delivery Date: 25/02/16
- (c) Service Type (Road/Air/Tailgate/Other: Road Express
- (d) Sender's Name: Yamaha Music Australia
- (e) Receiver's Name: MUSIC JUNCTION BLACKBURN

4. Valuation

- (a) Warranty Cover Selected: i. Automatic Warranty \$500 ☒ ii. Automatic Warranty \$1,000 ☒
iii. Optional (Declared Value) ☐ Amount Declared: \$ 431.46
- (b) Cost Per Item Claimed: \$ please see attached
- (c) Total Amount Of Claim*: \$ 431.76

* 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'SouzaPosition Title Logistics ManagerOn the 21st day of April 20 16

Craig DSouza

From: Aaron Chen
Sent: Monday, 4 April 2016 1:39 PM
To: KURT TIETZE
Cc: Craig DSouza; Matt Collyer
Subject: RE: Missing carton YAM50725

Hey Kurt,

Still waiting on delivery for this one. The dealer has ordered another carton of C40's to get them through. They still want the missing carton as well.

Could you please help me with an update?

Kind regards,

Aaron Chen | Internal sales Supervisor | Music Products Division



YAMAHA MUSIC AUSTRALIA
Level 1, 99 Queensbridge Street
Southbank VIC 3006 Australia
P: 1800 331 130 (option 1)
F: +61 3 9696 4579
E: aaron1.chen@music.yamaha.com

From: Aaron Chen
Sent: Tuesday, 29 March 2016 4:07 PM
To: KURT TIETZE <kurt.tietze@music.yamaha.com>
Cc: Craig DSouza <craig.dsouza@music.yamaha.com>; Matt Collyer <matt.collyer@music.yamaha.com>
Subject: RE: Missing carton YAM50725

Hey Kurt,

Still waiting on a response for this one from 22/03. Music Junction said they are still waiting for the delivery.

Kind regards,

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From: KURT TIETZE
Sent: Tuesday, 22 March 2016 9:36 AM

To: Contact Centre Business Centre 9 <businesscentre9@startrack.com.au>
Cc: Craig DSouza <craig.dsouza@music.yamaha.com>; Aaron Chen <aaron1.chen@music.yamaha.com>
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Hi Guys,

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Hi Kurt,

Music Junction are still waiting on a carton from Startrack. Looks like it may still be at the depot? If so, can we please get it delivered?

I've attached the info on the connote.

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Craig DSouza

From: KURT TIETZE
Sent: Monday, 4 April 2016 1:55 PM
To: Aaron Chen
Cc: Craig DSouza; Matt Collyer
Subject: RE: Missing carton YAM50725

Hi Aaron,

Are you able to please raise a GRA to 3ND for this stock.

Track & Trace - Consignment Details

SEARCH: ☒ Consignment No. ☐ Reference Number

Sender Name:	MPD YAMAHA MUSIC AUSTRALIA	Despatch date:	24-FEB-2016
Receiver Name:	MUSIC JUNCTION BLACKBURN	ETA date:	25-FEB-2016
Receiver Address:	157 - 159 WHITEHORSE ROAD BLACKBURN VIC 3130	POD on file date:	<u>22-MAR-2016</u>
Receiver Phone:			
Despatch depot:	MEL	Items Consigned:	2
Delivery depot:	MEL	Not Scanned:	1
Weight(Kg):	10	At Pickup Point:	
Volume (Cu.Mt):	0.147	Final Shortage:	
Service:	EXP	In Transit:	
Unit Type:	CTN	At Delivery Depot:	1
Quality Control Code:	CUSTOMER DESPATCH ERROR	Delivered:	

[Senders References](#)

Consignment information for YAM50725

No	Scanning date/time	Scanning depot	Status description
1	25-FEB-2016 10:49	MEL	1 ITEM ON BOARD FOR DELIVERY
2	25-FEB-2016 13:01	MEL	1 OF 2 DELIVERED. SIGNATORY - FOGARTY S

Label information - Click item for more details:

[YAM4WU0](#) MEL (A)

Legend for label scanning:

- (A) Scanned at Delivery Depot
- (D) Item Delivered
- (F) Final Shortage
- (K) Item Not Scanned
- (P) Scanned at Pickup
- (R) Returned
- (S) Scanned in Transit
- (U) Item Scanned, No Customer Data

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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 9693 5111 Facsimile +61 3 9699 2332
ABN 84 004 259 527
019134

CHARGED TO:

MUSIC JUNCTION BLACKBURN
157 - 159 WHITEHORSE ROAD
BLACKBURN
VICTORIA 3130
ABN/ACH 20 073 794 117

INVOICE NO. 24/02/16
INVOICE DATE 24/02/16
INVOICE TYPE INVOICE WITH GOODS
WAREHOUSE 3T TT VICGOOD
SHIPMENT NO. 019134
PAYMENT TERMS 30 DAYS FROM STATEMENT DATE NR
DATE DUE 31/03/16

DELIVERED TO:
MUSIC JUNCTION BLACKBURN
157 - 159 WHITEHORSE ROAD
BLACKBURN
VICTORIA 3130

2091351
2MJ003-000

2091351
2MJ003-000

UNIT PRICE	UNIT QTY	TAX CODE	SUGGESTED RETAIL PRICE	ITEM NUMBER	DESCRIPTION	QTY. ORDERED	QTY. SUPPLIED	QTY. B/O	EXTENDED VALUE (INCLUSIVE OF GST)
119.31	11.93	1	249.99	GIGMAKERC40	CLASSICAL GUITAR PACK C40 + TUNER + DVD	12	12		1,574.88
				GIGMAKERC40					
				ORDER NO. 628696-010					
				DEALER'S P.O. BEN 160216					
				LESS 25.00%					
12.21	1.22	1	0.00	AUTOPREIGHT MPD	AUTOPREIGHT MPD	1			13.43
				AUTOPREIGHT MPD					

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% 144.38 GST INCLUDED IN THIS INVOICE

ASSEMBLED BY	PACKED BY	DATED DISPATCHED	NO. OF CARTONS	KILOS	CARRIER	CONSIGNMENT NOTE	GOODS RECEIVED BY	TOTAL PRICE INCLUDES GST
XXX	XXX	24/02/16	12	114	STARTRACK MPD	YAMS0725		1,588.31

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.
- Approved 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 merchandise 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 overvalued 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 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 8am 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.

TAX INVOICE

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

YI790D YMA00CD *** SALES PRICE INQUIRY BY PRICE TYPE *** 21/04/16 13:28:02

BRANCH : 00 MUSIC AUSTRALIA

ITEM CODE : GIGMAKERC40 CLASSICAL GUITAR PACK

DATE : 21/04/16 GIGMAKERC40 C40 + TUNER + DVD

L.I.C. : 71.96 AD

Come In a pack of 6

Total cost \$ 431.76