

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: YFL211ID
- (c) Description Of Packaging: Carton containing 1 flute
- (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: YAM49737
- (b) Despatch Date: 01/02/16 Delivery Date: 03/02/16
- (c) Service Type (Road/Air/Tailgate/Other: Road Express
- (d) Sender's Name: Yamaha Music Australia
- (e) Receiver's Name: THE BRASS MUSIC, GRACEVILLE QLD

4. Valuation

- (a) Warranty Cover Selected: i. Automatic Warranty \$500 ☒ ii. Automatic Warranty \$1,000 ☒
iii. Optional (Declared Value) ☐ Amount Declared: \$ 302.17
- (b) Cost Per Item Claimed: \$ please see attached
- (c) Total Amount Of Claim*: \$ 302.17

* 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... 22nd ...day of... April ... 20 16



YAMAHA
** REPRINTED **

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 9692 5111 Facsimile +61 3 9699 2332
ABN 84 004 259 527
015394



CHARGED TO:
THE BRASS MUSIC
SPECIALISTS
90 APPEL STREET
GRACEVILLE
QUEENSLAND 4075
ABN/ACN 73 060 447 574

INVOICE NO. 2087230
INVOICE DATE 01/02/16
INVOICE TYPE INVOICE WITH GOODS
WAREHOUSE 3T TT VICGOOD
SHIPMENT NO. 015394
PAYMENT TERMS 4 INSTALLMENTS
DATE DUE 00/00/00

DELIVERED TO:
THE BRASS MUSIC
SPECIALISTS
90 APPEL STREET
GRACEVILLE
QUEENSLAND 4075

UNIT PRICE	UNIT QTY	TAX CODE	SUGGESTED RETAIL PRICE	ITEM NUMBER	DESCRIPTION	QTY. ORDERED	QTY. SUPPLIED	QTY. R/O	EXTENDED VALUE (INCLUSIVE OF GST)
507.81	50.78	1	949.99	YCL255ID	YAMAHA CLARINET YCL-255//ID S/NOS. 21M19324 ORDER NO. 609267-030 DEALER'S P.O. BAND LOYAL DEC LESS 16.00%	3	3		1,675.77
573.48	57.35	1	1,099.00	YFL211ID	STUDENT FLUTE YFL211ID S/NOS. 21J27704 21J28378 21J28363 21J28217 ORDER NO. 609267-180 DEALER'S P.O. BAND LOYAL DEC LESS 18.00%	6	6		3,784.98
1,240.43	124.04	1	2,599.00	YTS26ID	STUDENT TENOR SAX YTS26ID S/NOS. 21L91189 21L91185 ORDER NO. 609267-210 DEALER'S P.O. BAND LOYAL DEC LESS 25.00%	3	3		4,093.41
CONTINUED NEXT PAGE									
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%									

ASSEMBLED BY	PACKED BY	DATE DISPATCHED	NO. OF CARTONS	WEIGHT (KGS)	CARRIER	CONSIGNMENT NOTE	COPIES RECEIVED BY
	XXX	01/02/16	42	173	STARTTRACK MPD	YAM49737	TOTAL PRICE INCLUDES GST

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 from must be obtained prior to return of goods.
- Full details of claims relating to this invoice should be returned with merchandise.
- 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 until full payment is made for the goods and all other monies which may at any time be owing by the Dealer to YMA or 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 or the proceeds of sale of the goods.
- The Dealer agrees that YMA, its employees 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 Sun to Sun 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.

TAX INVOICE



YAMAHA
** REPRINTED **

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 9692 5111 Facsimile +61 3 9699 2332
ABN 84 004 259 527
0153394



CHARGED TO:
THE BRASS MUSIC
SPECIALISTS
90 APPEL STREET
GRACEVILLE
QUEENSLAND 4075
ABN/ACN 73 060 447 574

INVOICE NO. 2087230
INVOICE DATE 01/02/16
INVOICE TYPE INVOICE WITH GOODS
WAREHOUSE 3T TT VICGOOD
SHIPMENT NO 015394
PAYMENT TERMS 4 INSTALLMENTS
DATE DUE 00/00/00

DELIVERED TO:
THE BRASS MUSIC
SPECIALISTS
90 APPEL STREET
GRACEVILLE
QUEENSLAND 4075

UNIT PRICE	UNIT CMT	TAX CODE	SUGGESTED RETAIL PRICE	ITEM NUMBER	DESCRIPTION	QTY. ORDERED	QTY. SUPPLIED	QTY. B/O	EXTENDED VALUE (INCLUSIVE OF GST)
544.09	54.41	1	949.99	YCL255ID	YAMAHA CLARINET YCL-255//1D	30	10	20	5,985.00
S/NOS. 21M18946 21M18829 21M19332 21M18980 21M19265 21M19314 21M19364 21M19377 21M19272 21M19318									
ORDER NO. 609267-231									
DEALER'S P.O. BAND LOYAL DEC									
LESS 10.00%									
629.42	62.94	1	1,099.00	YFL211ID	STUDENT FLUTE YFL211ID	20	20		13,847.20
S/NOS. 21J26968 21J27047 21J27057 21J26971 21J26939 21J27095 21J27095 21J26862 21J26965 21J26884 21J27296 21J27415 21J27687 21J27356 21J27725 21J27295 21J27282 21J27657 21J27659									
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%									
ORDER NO. 609267-240									
CONTINUED NEXT PAGE									
ASSEMBLED BY	PACKED BY	DATE DISPATCHED	NO. OF CARTONS	KILOS	CARRIER	CONSIGNMENT NOTE	GOODS RECEIVED BY	TOTAL PRICE INCLUDES GST	
	XXX	01/02/16	42	173	STARTTRACK MPD	YAM49737			

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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.
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- The Dealer agrees that it will not grant or seek to grant any Security Interest in the goods, advanced 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 Sun to Sat Monday to Friday

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TAX INVOICE

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



YAMAHA
** REPRINTED **

YAMAHA MUSIC AUSTRALIA PTY, LTD.

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P.O. Box 268 South Melbourne VIC, 3205 Australia
Telephone +61 3 9693 5111 Facsimile +61 3 9699 2332
ABN 84 004 259 527
015394



CHARGED TO:
THE BRASS MUSIC
SPECIALISTS
90 APPEL STREET
GRACEVILLE
QUEENSLAND 4075
ABN/ACN 73 060 447 574

INVOICE NO. 2087230
INVOICE DATE 01/02/16
INVOICE TYPE INVOICE WITH GOODS
WAREHOUSE 3T TT VICGOOD
SHIPMENT NO. 015394
PAYMENT TERMS 4 INSTALLMENTS
DATE DUE 00/00/00

DELIVERED TO:
THE BRASS MUSIC
SPECIALISTS
90 APPEL STREET
GRACEVILLE
QUEENSLAND 4075

UNIT PRICE	UNIT QTY	TAX CODE	SUGGESTED RETAIL PRICE	ITEM NUMBER	DESCRIPTION	QTY ORDERED	QTY SUPPLIED	QTY B/O	EXTENDED VALUE (INCLUSIVE OF GST)
46.34	4.63	1	0.00	DEALER'S P.O. BAND LOYAL DEC	LESS 10.00%				
				AUTOFREIGHT MPD	AUTOFREIGHT MPD	1			50.97

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

TAX CODES: 0=EXEMPT 1=10.00% 2=22.00% 3=10.00% 2,676.09 GST INCLUDED IN THIS INVOICE
4=10.00% 6=10.00% 7=10.00% 8=0.00%

ASSEMBLED BY	PACKED BY	DATE DISPATCHED	NO. OF CARTONS	KILOS	CARRIER	COMMISSION RATE	COPIES RECEIVED BY	TOTAL PRICE INCLUDES GST
	XXX	01/02/16	42	173	STARTRACK MPD	YAMA9737		29,437.33

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- 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 evidence of loss.
- 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 overrate 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.
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YI790D YMA00CD *** SALES PRICE INQUIRY BY PRICE TYPE *** 22/04/16 14:05:36

BRANCH : 00 MUSIC AUSTRALIA

ITEM CODE : YFL211ID STUDENT FLUTE

DATE : 22/04/16 YFL211ID STUDENT FLUTE

L.I.C. 17 AD : 302.

Craig DSouza

From: businesscentre@startrack.com.au
Sent: Wednesday, 30 March 2016 2:55 PM
To: craig_d'souza@gmx.yamaha.com; darren.mackay@startrack.com.au
Subject: SHORTAGE - YAM49737 [ref:_00D301GGce._500901Ekniw:ref]



Case No.: 04890024

Hi Craig,

I have an outstanding enquiry on file which Neil has logged for you on connote

YAM49737 - ETA 3/2/16
THE BRASS MUSIC
90 APPEL STREET
GRACEVILLE

customer received 48 of 49 boxes.

We have conducted depot searches and have not been able to locate the final item.
Any further correspondence in regards to this consignment should now be directed to your account manager.

Regards,

Melissa Langdale

Business Solutions Consultant
StarTrack Customer Service Centre
T 1800 427 783 | F 03 9336 5993
E businesscentre@startrack.com.au
W startrack.com.au | auspost.com.au

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ref:_00D301GGce._500901Ekniw:ref

Craig DSouza

From: Craig DSouza
Sent: Friday, 12 February 2016 5:18 PM
To: 'Cherrie, Neil'
Cc: 'Mackay, Darren'
Subject: FW: Missing Stock - YAM49737

Hi Neil,

Please follow up on this.

49 of 49 delivered.

YAM49737

Connote: YAM49737: See page to (avoid sign-in) (page 2/2)

STAR TRACK EXPRESS Star Track Express Pty Limited A BN 44161227 000		CONSIGNMENT NO: YAM49737 SERVICE: EXP ROAD EXPTS	
SENDER NAME AND ADDRESS THE BRASS MUSIC AUSTRALIA C/- 231-233 SEABOARD ROAD (ST ILLINOIS) LAVERTON NORTH VIC 3026 TELEPHONE No: 06335511		RECEIVER NAME AND DELIVERY ADDRESS THE BRASS MUSIC 90 APPEL STREET GRACEVILLE OLD 4076 TELEPHONE No: 4076	
Ref to: YAM49737 Multiple Unit Types	Product Code 042380-042384 042381-042384 042382 042383 042384	Product Description YEP321S	Quantity 232
POD		Signature Sam	
Product Code YAM49737 Page No: 442		Product Code 042380-042384 Page No: 443	

From: Matthew Blair
Sent: Friday, 12 February 2016 12:42 PM
To: Craig DSouza <craig.dsouza@music.yamaha.com>
Subject: Missing Stock

Hi Craig,

The Brass Music Specialists are missing some items from their delivery on 3/2/16.

They are missing 10 x YEP321S from invoice 2087230 & 1 x YEP321S from invoice 2087228 both on connote YAM49737.

Could you please follow this up with Startrack. Thanks.

Regards,

Matthew Blair | Internal Sales | Music Products Division



YAMAHA MUSIC AUSTRALIA
Level 1, 99 Queensbridge Street
Southbank VIC 3006 Australia
P: 1800 33 11 30 then option 1, option 1
F: +61 3 9696 4579
E: matthew.blair@music.yamaha.com

Craig DSouza

From: Contact Centre Business Centre 9 <businesscentre9@startrack.com.au>
Sent: Tuesday, 16 February 2016 3:39 PM
To: Craig DSouza; Contact Centre Business Centre 9
Subject: RE: Missing Stock - YAM49737

Hi Craig,

YAM49737 16/02/2016 12:06 BRISBANE 1 of 49 Delivered. Signatory - AITKEN G
YAM49737 03/02/2016 16:00 BRISBANE 47 of 49 Delivered. Signatory – SAM

The final carton that the Brisbane depot had was delivered to the receiver today. 47 other cartons were delivered back on 03/02.

It looks like label # **YAM4NJT** may be the one that is currently missing. Are you able to provide me with a full description for further searches on this item?

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: Tuesday, 16 February 2016 3:31 PM
To: Contact Centre Business Centre 9
Subject: FW: Missing Stock - YAM49737

Hi Neil,

Still waiting for an answer.

From: Matthew Blair
Sent: Tuesday, 16 February 2016 3:28 PM
To: Craig DSouza <craig.dsouza@music.yamaha.com>
Subject: FW: Missing Stock

Hi Craig,

Could you please follow this up with Startrack again. It looks like it has been lost at the Brisbane Depot. The store received a delivery today, but they are still waiting for the remainder of the order. Tracking shows that 1 item is still yet to be delivered. Thanks.

Regards,



au.yamaha.com

YAMAHA MUSIC AUSTRALIA
Level 1, 99 Queensbridge Street
Southbank VIC 3006 Australia
P: 1800 33 11 30 then option 1, option 1
F: +61 3 9696 4579
E: matthew.blair@music.yamaha.com

From: Matthew Blair
Sent: Friday, 12 February 2016 12:42 PM
To: Craig DSouza <craig.dsouza@music.yamaha.com>
Subject: Missing Stock

Hi Craig,

The Brass Music Specialists are missing some items from their delivery on 3/2/16.

They are missing 10 x YEP321S from invoice 2087230 & 1 x YEP321S from invoice 2087228 both on connote YAM49737.

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Regards,

Matthew Blair | Internal Sales | Music Products Division



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Southbank VIC 3006 Australia
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E: matthew.blair@music.yamaha.com

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