



Claimant (Your) Refn:

YAM0063

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: ISX80WHI-YAMAHA INTEGRATED AUDIO SYSTEM
- (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

3. Consignment Information

- (a) Consignment Note Number: YMA73149
- (b) Despatch Date: 04/01/16 Delivery Date: 12/01/16
- (c) Service Type (Road/Air/Tailgate/Other: Road Express
- (d) Sender's Name: Yamaha Music Australia
- (e) Receiver's Name: HARVEY NORMAN STORE - PORT KENNEDY

4. Valuation

- (a) Warranty Cover Selected: i. Automatic Warranty \$500 ☒ ii. Automatic Warranty \$1,000 ☒
iii. Optional (Declared Value) ☐ Amount Declared: \$ 513.04
- (b) Cost Per Item Claimed: \$ 256.52
- (c) Total Amount Of Claim*: \$ 513.04

* 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 31st day of May 20 16

YI790D YMA00CD *** SALES PRICE INQUIRY BY PRICE TYPE *** 31/05/16 09:40:41

BRANCH : 00 MUSIC AUSTRALIA

ITEM CODE : ISX80WHI YAMAHA INTEGRATED AUDIO SYSTEM

DATE : 31/05/16 ISX-80 WHITE WHITE

L.I.C. : 256.52 AD



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Track & Trace - Consignment Details

SEARCH:



Consignment No.

YMA73149



Reference Number

Sender Name: AVIT YAMAHA MUSIC AUSTRALIA
Receiver Name: HARVEY NORMAN STORE 127
Receiver Address: 400-402 SALTIRE WAY
PORT KENNEDY WA 6172
Receiver Phone:
Despatch depot: MEL
Delivery depot: RHM
Weight (Kg): 33
Volume (Cu.Mt): 0.193
Service: EXP
Unit Type: ***
Quality Control Code: N/A

Despatch date: 04-JAN-2016
ETA date: 12-JAN-2016
POD on file date: Not on file

Items Consigned: 6
Not Scanned:
At Pickup Point:
Final Shortage:
In Transit: 6
At Delivery Depot:
Delivered:

[Senders References](#)

Consignment information for YMA73149

No	Scanning date/time	Scanning depot	Status description
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Label information - Click item for more details:

YMA4ADN WAC (S)	YMA4ADO WAC (S)	YMA4C27 WAC (S)	labels 1 to 6 of 6 Search again
YMA4C28 PER (S)	YMA4C29 WAC (S)	YMA4C2A PER (S)	

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

Craig DSouza

From: Craig DSouza
Sent: Monday, 30 May 2016 10:44 AM
To: 'Cherrie, Neil'
Cc: Belinda Walker
Subject: RE: Consignment # YMA73149 | Missing Cartons for Delivery to Harvey Norman in Port Kennedy WA

Hi Neil,

Can you get me a copy of : DZ000504588

The other 4 items arrived in Melbourne.

Track & Trace - Consignment Details

SEARCH: ☒ Consignment No. ☐ Reference Number

Sender Name:	H NORMAN	Despatch date:	08-MAR-2016
Receiver Name:	AVIT YAMAHA MUSIC	ETA date:	15-MAR-2016
Receiver Address:	C/- 231-233 BOUNDARY ROAD (TT LOGISTICS) LAVERTON NORTH VIC 3026	POD on file date:	<u>18-MAR-2016</u>
Receiver Phone:	96935111		
Despatch depot:	RHM	Items Consigned:	4
Delivery depot:	MEL	Not Scanned:	
Weight(Kg):	30	At Pickup Point:	
Volume (Cu.Mt):	0.096	Final Shortage:	
Service:	EXP	In Transit:	
Unit Type:	CTN	At Delivery Depot:	4
Quality Control Code:	CLEAN	Delivered:	

Subdockets or related documents

1 DZ000504588

Consignment information for S29324854

No	Scanning date/time	Scanning depot	Status description
1	08-MAR-2016 15:36	RHM	4 ITEMS PICKED UP
2	15-MAR-2016 12:17	MEL	4 ITEMS ON BOARD FOR DELIVERY
3	15-MAR-2016 21:06	MEL	POD RETURNED

Label information - Click item for more details:

[00393283362932485435](#) MEL (A)

[0039328336293](#)

[00393283362932485480](#) MEL (A)

From: Cherrie, Neil [mailto:Neil.Cherrie@startrack.com.au]
Sent: Monday, 30 May 2016 10:24 AM
To: Craig DSouza <craig.dsouza@music.yamaha.com>

Cc: Belinda Walker <belinda.walker@music.yamaha.com>

Subject: RE: Consignment # YMA73149 | Missing Cartons for Delivery to Harvey Norman in Port Kennedy WA

Hi Craig,

I don't think so, they last scanned almost 6 months ago now on 08/01, the agent never received the 2 that last scanned in Perth on that date. Would you be able to check if these 2 were RTS as well? They would've been on a separate consignment.

The depot generally wouldn't hold freight for 6 months with no action taken on it, so if it wasn't delivered they would return it to sender.

Kind Regards,

Neil Cherrie
Business Solutions Consultant



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

Neil Cherrie
Customer Service Consultant
StarTrack

T 13 23 45

E Neil.Cherry@startrack.com.au



From: Craig DSouza [<mailto:craig.dsouza@music.yamaha.com>]

Sent: Friday, 27 May 2016 4:51 PM

To: Cherrie, Neil

Cc: Belinda Walker

Subject: FW: Consignment # YMA73149 | Missing Cartons for Delivery to Harvey Norman in Port Kennedy WA

Hi Neil,

Four units did arrive back to TTL warehouse, are the Other 2 units still in WA?

ITEM CODE : ISX80WHI YAMAHA INTEGRATED AUDI

WEIGHT.GROSS : 5.50000 WEIGHT.NET : 3.98000
M3 : 0.034000 SIZE : 17 x 46 x 46
PACK.UNIT : 1

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

From: Cherrie, Neil [<mailto:Neil.Cherrie@startrack.com.au>]
Sent: Monday, 29 February 2016 4:58 PM
To: Craig DSouza <craig.dsouza@music.yamaha.com>; KURT TIETZE <kurt.tietze@music.yamaha.com>
Cc: Mackay, Darren <Darren.Mackay@startrack.com.au>
Subject: RE: Consignment # YMA73149 | Missing Cartons for Delivery to Harvey Norman in Port Kennedy WA

Please re-read the email Craig, I said the agent is *asking* if they can RTS the 4 cartons they have received, not that they *have* been sent back. They are asking this because they are 2 cartons short and have been for some time now, the receiver won't accept the delivery short.

I can't conduct a depot search until I have a description of the freight, as we currently have no idea what we are looking for and we have thousands upon thousands of different boxes and items in our depots.

If you're able to get a description for me tomorrow, I can proceed with some searches for the final 2 cartons.

Kind Regards,

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: Monday, 29 February 2016 4:52 PM
To: Cherrie, Neil; KURT TIETZE
Cc: Mackay, Darren
Subject: RE: Consignment # YMA73149 | Missing Cartons for Delivery to Harvey Norman in Port Kennedy WA

Hi Neil,

There was no reason to send these back.

Has there been a depot search, they have all scanned in W.A.

The warehouse is closed now, to get descriptions is both tedious and time consuming.

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

From: Cherrie, Neil [<mailto:Neil.Cherrie@startrack.com.au>]
Sent: Monday, 29 February 2016 4:23 PM
To: Craig DSouza <craig.dsouza@music.yamaha.com>; KURT TIETZE <kurt.tietze@music.yamaha.com>
Subject: Consignment # YMA73149 | Missing Cartons for Delivery to Harvey Norman in Port Kennedy WA
Importance: High

Hi Craig,

Consignment # **YMA73149**
HARVEY NORMAN | 400-402 SALTIRE WAY | PORT KENNEDY

Our agent in Rockingham WA has contacted us asking if they can RTS the 4 cartons they have received as they have never received the final 2 cartons and the receiver won't accept delivery short.

Label Selection H2-300) EMS V4.0.1.14

Selection of Labels for Connote No. YMA73149

Desp ID	Label Number	Last Scan Date/Time	Depot	Description of Last Scanning	Scannings
YMA	YMA4ADN	25-FEB-2016 11:03	WAC	SCANNED IN TRANSIT	0011
YMA	YMA4ADO	29-FEB-2016 13:14	WAC	SCANNED IN TRANSIT	0015
YMA	YMA4C27	29-FEB-2016 13:14	WAC	SCANNED IN TRANSIT	0011
YMA	YMA4C28	08-JAN-2016 08:19	PER	SCANNED IN TRANSIT	0003
YMA	YMA4C29	29-FEB-2016 13:14	WAC	SCANNED IN TRANSIT	0018
YMA	YMA4C2A	08-JAN-2016 08:19	PER	SCANNED IN TRANSIT	0003

Display EXIT

This screen is closed if another Tracking button is pressed

H2-02

Can you please confirm if these 2 cartons have ever arrived back in your warehouse? If not, could you please provide me with a full description of the 2 cartons for depot searches.

Let me know if you have any questions.

Kind Regards,

Neil Cherrie
Business Solutions Consultant



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

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