

**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: Damaged(b) Description Of Goods: YMA78481(c) Description Of Packaging: CARTON(d) Address Location Of Goods\*: TTL Logistics, 231 - 233 Boundary Road, Laverton North, 3026For 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: YMA78481(b) Despatch Date: 28/04/16 Delivery Date: 11/05/16(c) Service Type (Road/Air/Tailgate/Other: Road Express(d) Sender's Name: Yamaha Music Australia(e) Receiver's Name: HN MACGREGOR PTY LTD**4. Valuation**(a) Warranty Cover Selected: i. Automatic Warranty \$500 ☒ ii. Automatic Warranty \$1,000 ☒iii. Optional (Declared Value) ☐ Amount Declared: \$ 140.92(b) Cost Per Item Claimed: \$ 140.92(c) Total Amount Of Claim\*: \$ 140.92

\* 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), orii. Posted to: **Star Track, Corporate Claims - Transit Warranty, Locked Bag 7, Gordon NSW 2072**, oriii. 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 11th day of May 20 16



# 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  
028706

**CHARGED TO:**  
DERNI PTY LTD T/A HARVEY  
NORMAN (VENDOR 510708)  
BUILDING B1 RICHMOND RD  
FLEMINGTON (NSW)  
NEW SOUTH WALES 2140  
ABN/ACN 41 002 263 872

INVOICE NO. 2101804  
INVOICE DATE 28/04/16  
INVOICE TYPE INVOICE WITH GOODS  
WAREHOUSE 3T TT VICGOOD  
SHIPMENT NO. 028706  
SHIPMENT TERMS 30 DAYS (DERNI GROUP)  
DATE DUE 15/06/16

**DELIVERED TO:**  
HN MACGREGOR PTY LTD  
555 KESSELS ROAD  
(LOADING DOCK 6)  
MACGREGOR (QLD)  
QUEENSLAND 4109

# 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)
336.64	33.66	1	529.00	CDS300B	YAMAHA COMPACT DISC PLAYER CD-S300 BLACK CD PLAYER BLACK S/NOS. 21Y767256QS ORDER NO. 635817-010 DEALER'S P.O. 14646 LESS 0.00% COMMENT. 1	1	1		370.30
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%									
33.66 GST INCLUDED IN THIS INVOICE									
TOTAL PRICE INCLUDES GST									370.30

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 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 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 overdraft 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 secured 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 employees or agents 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 ensure 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.

YI790D YMA00CD \*\*\* SALES PRICE INQUIRY BY PRICE TYPE \*\*\* 11/05/16 14:17:56  
 BRANCH : 00 MUSIC AUSTRALIA  
 ITEM CODE : CDS300B YAMAHA COMPACT DISC PLAYER  
 DATE : 11/05/16 CD-S300 BLACK CD PLAYER BLACK

L. I. C. : 140.92 AD  
 AVERAGE CIF 139.80 AD  
 FOB 139.30 AD

PRICE TYPE		PRICE (GROSS)	PRICE (W/TAX)	DISC%	MARGIN	MRGN%
S01 WHOLESALE	AD	336.64	370.30	0.00	195.72	58.14
S02 NEW ZEALAND	AD	151.13	166.24	0.00	10.21	6.76
S05 HARVEY NORMAN	AD	0.01	0.01	0.00	140.91-	
S50 RETAIL	AD	529.00	529.00	0.00	192.36	36.36

F3=END F12=CANCEL ROLL UP/DOWN

Connote: YMA78481(Set page to landscape when printing)**STARTRACK**

Date: Wed 11 May 2016 10:41 AM

Connote

Consigned

Delivered

YMA78481

1

1

Subject To Check

Sign:

HAASE G

**Receiver Name and Delivery Address:****Listed Address**

HN MACGREGOR PTY LTD

555 KESSELS ROAD  
(LOADING DOCK 6)MACGREGOR  
Delivered To

DOCK 6, 555 KESSELS RD

MACGREGOR QLD 4109

**Sender Name:**

AVIT YAMAHA MUSIC

**Sender's Reference No:**

028706

**Special Instructions:**

## Craig DSouza

---

**From:** avsales(AUS)  
**Sent:** Wednesday, 11 May 2016 12:03 PM  
**To:** Craig DSouza  
**Cc:** Simon Goldsworthy  
**Subject:** FW: Connote YMA78481 [ ref:\_00D301GGce.\_500901Gqh6B:ref ]  
**Attachments:** IMG\_6062.JPG; IMG\_6063.JPG; IMG\_6064.JPG; IMG\_6065.JPG

Hi Craig

Harvey Norman Macgregor put an order in on the 18/4/16 for a CDS300B, We (Sales) did not get this order, so another order was entered on the 26/4/16, this was dispatched on Connote YMA78481 28/4/16

As you can see by the emails below, it went missing for a while, then found in "poor" condition.

Please see attached photos sent form the Store.

Store is now wanting to return product as Customer wants a new one.

Would you like the unit to be returned to Head Office?

Cheers

Bronwyn Bruni | AV Sales & Marketing Support Coordinator | Audio Visual Division



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



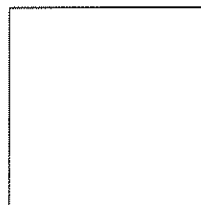
YAMAHA MUSIC AUSTRALIA  
Level 1, 99 Queensbridge Street  
Southbank VIC 3006 Australia  
P: +61 3 9693 5178  
F: +61 3 9690 8579  
E: [bronwyn.bruni@music.yamaha.com](mailto:bronwyn.bruni@music.yamaha.com)

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

**Sent:** Monday, 9 May 2016 4:08 PM

**To:** Bronwyn Bruni <[bronwyn.bruni@music.yamaha.com](mailto:bronwyn.bruni@music.yamaha.com)>

**Subject:** Re: Connote YMA78481 [ ref:\_00D301GGce.\_500901Gqh6B:ref ]



Case No.: 05260310

Hi Bronwyn,

The scanning on this has been updated, the freight has been located in our re-pack area in Brisbane. This would suggest damage to the item, although could potentially just be superficial damage to the carton.

I've asked the depot to confirm this and ensure they send freight out for delivery tomorrow.

Please let me know if you have any further questions.

---

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)

This email is sent by Star Track Express Pty Limited or one of its related entities (collectively referred to as "STARTRACK"). The information contained in this email is confidential and may contain legally privileged information. Confidentiality and legal privilege are not waived or lost by reason of mistaken delivery. The content of this email is the view or opinion of the stated author and does not necessarily reflect the view or opinion of STARTRACK. If you are not the intended recipient or the person responsible for the delivery of the message to the intended recipient, any dissemination of the information is strictly prohibited. If you have received this email in error, please contact the sender by return email and delete the email and any attachments from your computer. Although STARTRACK has taken care to ensure the attachments (if any) to this email are virus free, STARTRACK does not warrant that any such attachments are free of errors, viruses or other malicious codes and does not accept liability for any consequences to the recipient upon opening or using this email.

[Help & Support](#) | [Terms & Conditions](#) | [Privacy Policy](#)

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

**From:** Bronwyn Bruni [[bronwyn.bruni@music.yamaha.com](mailto:bronwyn.bruni@music.yamaha.com)]

**Sent:** 9/05/2016 1:10 PM

**To:** [businesscentre@startrack.com.au](mailto:businesscentre@startrack.com.au)

**Subject:** RE: Connote YMA78481 [ ]

Thank you

**Bronwyn Bruni** | AV Sales & Marketing Support Coordinator | Audio Visual Division

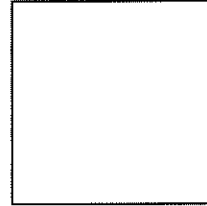


[au.yamaha.com](http://au.yamaha.com)



YAMAHA MUSIC AUSTRALIA  
Level 1, 99 Queensbridge Street  
Southbank VIC 3006 Australia  
P: +61 3 9693 5178  
F: +61 3 9690 8579  
E: [bronwyn.bruni@music.yamaha.com](mailto:bronwyn.bruni@music.yamaha.com)

**From:** businesscentre@startrack.com.au [mailto:businesscentre@startrack.com.au]  
**Sent:** Monday, 9 May 2016 12:59 PM  
**To:** Bronwyn Bruni <bronwyn.bruni@music.yamaha.com>  
**Subject:** Re: Connote YMA78481 [ ]



Case No.: 05260310

Hi Bronwyn,

I've just escalated this to the relevant operations managers in Brisbane, as I am still yet to receive a response on this one.

I will let you know as soon as I have more information for you.

---

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)

This email is sent by Star Track Express Pty Limited or one of its related entities (collectively referred to as "STARTRACK"). The information contained in this email is confidential and may contain legally privileged information. Confidentiality and legal privilege are not waived or lost by reason of mistaken delivery. The content of this email is the view or opinion of the stated author and does not necessarily reflect the view or opinion of STARTRACK. If you are not the intended recipient or the person responsible for the delivery of the message to the intended recipient, any dissemination of the information is strictly prohibited. If you have received this email in error, please contact the sender by return email and delete the email and any attachments from your computer. Although STARTRACK has taken care to ensure the attachments (if any) to this email are virus free, STARTRACK does not warrant that any such attachments are free of errors, viruses or other malicious codes and does not accept liability for any consequences to the recipient upon opening or using this email.

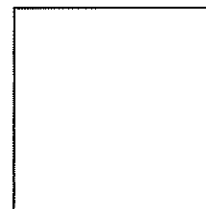
[Help & Support](#) | [Terms & Conditions](#) | [Privacy Policy](#)

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

**From:** businesscentre@startrack.com.au [businesscentre@startrack.com.au]  
**Sent:** 5/05/2016 3:35 PM

**To:** bronwyn.bruni@music.yamaha.com

**Subject:** Re: Connote YMA78481 [ ]



Case No.: 05260310

Hi Bronwyn,

This is last scanning in our Brisbane depot, I will follow up with them to try and find out why this is yet to be delivered.

I believe deliveries to Harvey Norman generally require book-in, so this could be a reason why it hasn't been delivered yet.

I will advise as soon as I have an update.

---

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)

This email is sent by Star Track Express Pty Limited or one of its related entities (collectively referred to as "STARTRACK"). The information contained in this email is confidential and may contain legally privileged information. Confidentiality and legal privilege are not waived or lost by reason of mistaken delivery. The content of this email is the view or opinion of the stated author and does not necessarily reflect the view or opinion of STARTRACK. If you are not the intended recipient or the person responsible for the delivery of the message to the intended recipient, any dissemination of the information is strictly prohibited. If you have received this email in error, please contact the sender by return email and delete the email and any attachments from your computer. Although STARTRACK has taken care to ensure the attachments (if any) to this email are virus free, STARTRACK does not warrant that any such attachments are free of errors, viruses or other malicious codes and does not accept liability for any consequences to the recipient upon opening or using this email.

[Help & Support](#) | [Terms & Conditions](#) | [Privacy Policy](#)

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

**From:** Bronwyn Bruni [bronwyn.bruni@music.yamaha.com]

**Sent:** 5/05/2016 11:10 AM

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

**Subject:** Connote YMA78481



Good Morning

Can you please give me an update on connote YMA78481 for Harvey Norman, Macgregor?

Website is showing ETA as 03/05/16, however stock still not received

Regards

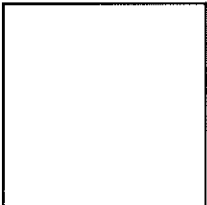
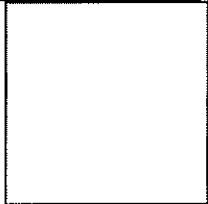
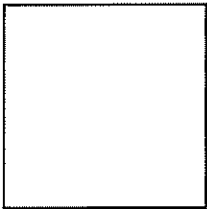
**Bronwyn Bruni** | AV Sales & Marketing Support Coordinator | Audio Visual Division



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



YAMAHA MUSIC AUSTRALIA  
Level 1, 99 Queensbridge Street  
Southbank VIC 3006 Australia  
P: +61 3 9693 5178  
F: +61 3 9690 8579  
E: [bronwyn.bruni@music.yamaha.com](mailto:bronwyn.bruni@music.yamaha.com)



ref:\_00D301GGce.\_500901Gqh6B:ref

## Craig DSouza

---

**To:** businesscentre@startrack.com.au  
**Subject:** RE: FW: WCHF OConnor missing NSIC600 - [ ref:\_00D301GGce.\_500901Hcgnn:ref ]

Hi Neil,

Customer is adamant he received another item on the 2<sup>nd</sup> delivery.

I have asked my Account Manager to check, I will advise.

**From:** Logistics(AUS)  
**Sent:** Wednesday, 11 May 2016 2:06 PM  
**To:** Craig DSouza <craig.dsouza@music.yamaha.com>  
**Subject:** FW: FW: WCHF OConnor missing NSIC600 - [ ref:\_00D301GGce.\_500901Hcgnn:ref ]

Hi Craig,

Can you reply to Neil on the below

Thanks,  
Clarissa

Clarissa Celentani | Logistics Administrator



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

**From:** [businesscentre@startrack.com.au](mailto:businesscentre@startrack.com.au) [<mailto:businesscentre@startrack.com.au>]  
**Sent:** Wednesday, 11 May 2016 10:37 AM  
**To:** Craig DSouza <[craig.dsouza@music.yamaha.com](mailto:craig.dsouza@music.yamaha.com)>  
**Cc:** Logistics(AUS) <[Logistics-AUS@music.yamaha.com](mailto:Logistics-AUS@music.yamaha.com)>; Chris Baulch <[chris.baulch@music.yamaha.com](mailto:chris.baulch@music.yamaha.com)>  
**Subject:** Re: FW: WCHF OConnor missing NSIC600 - [ ref:\_00D301GGce.\_500901Hcgnn:ref ]



Case No.: 05316239

Hi Craig,

As per the scanning below, this is scanning as a split delivery, delivered in full:

29-APR-2016 12:47 PER S 10 OF 11 DELIVERED. SIGNATORY - FAMLONGA

NOTLEY R (NOT99)/23221542091  
05-MAY-2016 14:45 PER S 1 OF 11 DELIVERED. SIGNATORY -  
FAMLONGA LAMONT P (MON01)/23221542091

10 items delivered on 29/04 and 1 item delivered on 05/05. Is the receiver actually claiming non delivery?

---

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)

This email is sent by Star Track Express Pty Limited or one of its related entities (collectively referred to as "STARTRACK"). The information contained in this email is confidential and may contain legally privileged information. Confidentiality and legal privilege are not waived or lost by reason of mistaken delivery. The content of this email is the view or opinion of the stated author and does not necessarily reflect the view or opinion of STARTRACK. If you are not the intended recipient or the person responsible for the delivery of the message to the intended recipient, any dissemination of the information is strictly prohibited. If you have received this email in error, please contact the sender by return email and delete the email and any attachments from your computer. Although STARTRACK has taken care to ensure the attachments (if any) to this email are virus free, STARTRACK does not warrant that any such attachments are free of errors, viruses or other malicious codes and does not accept liability for any consequences to the recipient upon opening or using this email.

[Help & Support](#) | [Terms & Conditions](#) | [Privacy Policy](#)

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

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

**Sent:** 10/05/2016 5:13 PM

**To:** [businesscentre@startrack.com.au](mailto:businesscentre@startrack.com.au)

**Cc:** [logistics-aus@music.yamaha.com](mailto:logistics-aus@music.yamaha.com); [chris.baulch@music.yamaha.com](mailto:chris.baulch@music.yamaha.com)

**Subject:** FW: WCHF OConnor missing NSIC600 -

Hi Neil,

The last item has not been delivered, please find out more information.

## Track & Trace - Consignment Details

SEARCH: ☒ Consignment No. ☐ Reference Number  
YMA78382

**Sender Name:** AVIT YAMAHA MUSIC AUSTRALIA  
**Receiver Name:** WESTCOAST HI FI O'CONNOR  
**Receiver Address:** 2A/289 STOCK ROAD O'CONNOR (WA) WA 6163  
**Receiver Phone:**  
**Despatch depot:** MEL  
**Delivery depot:** PER  
**Weight(Kg):** 49  
**Volume (Cu.Mt):** 0.384  
**Service:** EXP  
**Unit Type:** \*\*\*  
**Quality Control Code:** CUSTOMER DESPATCH ERROR  
**Senders References**

**Despatch date:** 22-APR-2016  
**ETA date:** 29-APR-2016  
**POD on file date:** 03-MAY-2016

**Items Consigned:** 11  
**Not Scanned:**  
**At Pickup Point:**  
**Final Shortage:**  
**In Transit:**  
**At Delivery Depot:** 10  
**Delivered:** 1

### Consignment information for YMA78382

No	Scanning date/time	Scanning depot	Status description
1	29-APR-2016 08:01	PER	10 ITEMS ON BOARD FOR DELIVERY
2	29-APR-2016 12:47	PER	10 OF 11 DELIVERED. SIGNATORY - FAMLONGA
3	05-MAY-2016 09:00	PER	1 ITEM ON BOARD FOR DELIVERY
4	05-MAY-2016 14:45	PER	1 OF 11 DELIVERED. SIGNATORY - FAMLONGA

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)

**From:** Chris Baulch  
**Sent:** Thursday, 5 May 2016 2:45 PM  
**To:** Craig DSouza <[craig.dsouza@music.yamaha.com](mailto:craig.dsouza@music.yamaha.com)>  
**Subject:** WCHF OConnor missing NSIC600

Hi Craig,

WCHF OConnor still have not received the missing NSIC600W just checked again today.

Regards,

Chris

Chris Baulch

Sales Manager WA

Yamaha Music Australia

M: 0409412624

E: [chris.baulch@music.yamaha.com](mailto:chris.baulch@music.yamaha.com)

ref:\_00D301GGce.\_500901Hcgnn:ref