

Mail

COMPOSE

Inbox (3)

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Important

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Drafts

Aashdin Nariman I...

Alicia Mulholland ...

Allison Saliba Foo...

Andrew Bardwell A...

Anna Hoang ICS D...

Anthon Ramshak ...

Anthony Navarra A...

Anthony Rains ICS...

Anton Ramshak

AUTHORISED BO...

Ben Anteck AB D...

Bhavan Marwala A...

Bissell

Book Pull

Chep/Loscam

Christi Russell

Christine Quines T...

From: **Boyd Gill** <[boyd.gill@music.yamaha.com](mailto:boyd.gill@music.yamaha.com)>

Date: Fri, Mar 6, 2015 at 3:08 PM

Subject: FW: FW: Item # 31319

To: "[dbaddah@costco.com.au](mailto:dbaddah@costco.com.au)" <[dbaddah@costco.com.au](mailto:dbaddah@costco.com.au)>

Cc: George Nasr <[george.nasr@music.yamaha.com](mailto:george.nasr@music.yamaha.com)>

Good Afternoon Danny,

As mentioned in a previous e-mail to your colleague, here is our process for processing these types of claims.

As that product is from a pack it must be processed as outlined as it has not exact cost associated with it.

For the item to be collected and returned it must be processed through our Online RA portal as per the attached document.

We must send a replacement as opposed to providing a credit, the replacement must be ordered at the same time of the return so we have provided the ability to add an order number into the GRA return.

Submit an RA via our Online Returns System for just the YWA10 with the following important information.

\* Please state that it was from a pack.

\* Also please put a note: Attn: Boyd

\* Please supply an order number for a replacement to be sent to your location

I will then key an order for the replacement to be sent to you, so please make sure this shipping location is correct.

Basically as the YWA10 is from a pack it will be returned at \$0.00 and a replacement will be sent at \$0.00.

If you are unaware on how our returns system works I have attached a set of instructions for you, but most stores have this set up already.

Regards,

**Boyd Gill** | Sales and Marketing Coordinator | Audio Visual Division



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F: +61 3 9690 8579  
E: [boyd.gill@music.yamaha.com](mailto:boyd.gill@music.yamaha.com)

Please note my new email address: [boyd.gill@music.yamaha.com](mailto:boyd.gill@music.yamaha.com)

Please update your records accordingly

From: Danny Raddah [<mailto:dhraddah@costco.com.au>]

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