



YAMAHA

HOME ENTERTAINMENT SPECIALISTS

Yamaha Music Australia Pty. Ltd.
ABN 84 004 259 527
Level 1, 99 Queensbridge Street
Southbank, Victoria 3006

GOODS RETURN AUTHORITY REQUEST FORM

Version 5. 01/04/07

PLEASE READ BEFORE COMMENCING

TO COMPLY WITH OUR GOODS RETURN AUTHORITY (GRA) REQUEST POLICY PLEASE COMPLETE BOTH PAGES, ENSURING YOU HAVE READ AND UNDERSTAND THE TERMS & CONDITIONS. IF YOU DO NOT HAVE A COPY OF THESE TERMS & CONDITIONS PLEASE CALL 1300 661 977 AND IT WILL BE FAXED TO YOU. IF THIS PAPERWORK IS NOT COMPLETED OR IS INACCURATE, THIS MAY RESULT IN YOUR GRA REQUEST BEING REJECTED.

STEP 1

store name

H A R V E Y N O R M A N

model number

Y A S I 0 3 B

branch name

O C O N N O R

serial number (compulsory)

Y 1 9 3 5 1 4 0 9

contact person

J E A N E T T E

yamaha invoice number

1 9 7 1 4 1 2

phone number

0 8 - 9 3 3 7 - 0 8 6 4

yamaha invoice or customer purchase date

1 7 / 0 3 / 1 5

replacement order number

claim number

4 5 0 4 0 8 2

claim date

2 4 / 0 3 / 1 5

STEP 2

REASON FOR RETURN REQUEST - (please tick one, provide full details and discuss with your Yamaha Sales Manager)

☐ 1. DAMAGED IN TRANSIT / DEAD ON ARRIVAL

under 2 weeks old

☐ 2. FAULTY - Display model

under 2 weeks old

☒ 3. FAULTY - Customer purchase

under 2 months old

☐ 4. FAULTY - 3rd time (two verified services by Authorised Yamaha Service Agent)

within warranty period

DESCRIBE NATURE OF FAULT - compulsory

NO POWER

DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory

NO POWER

☐ 5. YAMAHA SALES MANAGER NOMINATES RETURN

reason and signature required

DERNI PTY LTD A.C.N. 002 263 872 / A.B.N. 41 002 263 872
For Norstore Pty Ltd A.C.N. 162 703 362 / A.B.N. 31 601 223 021
trading as

Harvey Norman AV/IT Superstore O'Connor
133 Garling Street O'Connor WA 6163
Phone: (08) 9337 0888 Fax: (08) 9337 0899

TAX INVOICE

CREDIT CLAIM 4504082

YAMAHA MUSIC AUSTRALIA PTY LTD
PO BOX 268
SOUTH MELBOURNE 3205
Phone : 1300661977
Fax : 1800331119

SUPPLIER'S COPY

24/03/15 12:49:14 97

Contact : 28 JEANETTE DIFABIO
Supplier # : 510708
Franchisee #: 9760
Fran : 060

Invoice #: 2004777

Invoice Date: 10/10/14

Dear Sir/ms,

We claim a credit to our account in respect to the matter detailed below.

PLEASE NOTE THAT YOU HAVE UNTIL 23/05/15 TO REJECT THIS CLAIM,
OTHERWISE IT WILL BE CONSIDERED FINALISED IN OUR FAVOUR.

Reason for our claim: CLAIM-RETURN FOR CR R.A. No:
Notes: return for credit faulty

Product Code	Description of Goods	Qty	Price
YAS103B	SURROUND SOUND TV BOOSTER inv 1971412 batcj +51142443 fault no power s/no Y1935140Q	1.00	190.27

A.B.N. No : 41 002 263 872

G.S.T. \$: 19.02
TOTAL CLAIM \$: 209.29

Raised by: _____ Authorised by: L GRIFFITHS

PACKED	CHECKED
Quantity	Quantity
By	By
Carrier	Con Note No
Company	Drivers Signature
Drivers	Veh
Name	reg
	Date

E&OE.
V2015.02

TAPE CONTENTS

17/03/2015 12:36:15 K 97 4431502

You were served by: MARK

Cash

SURROUND SOUND TV BOOSTER 227.00
YAS103B 1 @ 227.00

Supplier Code: 510708

Batch Number: 21412739

DISCOUNT

Mf. Warranty of 24 Months

TOTAL 227.00
GST Content 20.64

Cash 227.00
NO: VISA-/-

* * * End of Report * * *

TAPE CONTENTS

20/03/2015 09:42:23 K 97 4433108

You were served by: MARK

Cash

SURROUND SOUND TV BOOSTER -227.00
YAS103B -1 @ 227.00

Supplier Code: 510708

Batch Number: 21412739

DISCOUNT

Mf. Warranty of 24 Months

TOTAL -227.00

GST Content -20.64

Cash -227.00

NO: VISA-/-

* * * End of Report * * *