

**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.

S T E P 1

store name

C O S T C O

branch name

D O C K L A N D S

contact person

A M Y / M E L V I N

phone number

0 3 - 8 6 0 2 - 0 3 2 3

replacement order number

model number

W K 3 4 7 5 Q

serial number (compulsory)

Y B U P Q 1 Q 4 4

yamaha invoice number

2 1 2 6 4 2 9

yamaha invoice or customer purchase date

1 5 / 1 0 / 1 6

claim number

4 3 Q 3 7

claim date

2 1 / 1 0 / 1 6

S T E P 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

Would not turn on.

DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory

Checked by Costco staff member

☐ 5. YAMAHA SALES MANAGER NOMINATES RETURN

reason and signature required



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S T E P 3

TICK THE BOXES TO INDICATE THE FOLLOWING IS INCLUDED

ACCESSORIES (where applicable)

- ☐ Instruction Manual
- ☐ Remote control(s)
- ☐ Cables and interconnects
- ☐ AM and FM antennae
- ☐ YPAO or Intellibeam microphone

replacement costs (inc gst)

\$15.00 ☐\$27.50 ☐\$5.50 ☐\$5.50 ☐\$22.00 ☐\$ _____ ☐ other\$15.00 ☐ admin\$ _____ ☐ total (inc gst)

TICK THE BOXES TO INDICATE THE FOLLOWING HAS BEEN CHECKED

PACKAGING

- ☒ Original or suitable carton(s)
- ☒ Original or suitable protective packaging
- ☒ Once packed ensure cartons are properly sealed

S T E P 4

I am authorised to act on behalf of the store named on this form, I have read the Goods Return Authority (GRA) request terms and conditions dated 01-04-07 and I hereby submit my request to return faulty goods.

Amy Trusell

name

Amy Trusell

signature

21/10/2016

date

S T E P 5

FAX BOTH PAGES TO - 1800 331 119

YAMAHA INTERNAL USE ONLY

NEW ORDER NO.

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
|--|--|--|--|--|--|--|--|

GRA NO.

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
|--|--|--|--|--|--|--|--|

CLAIM REDUCTION

| | | | | | | | |
|----|--|--|--|--|--|--|--|
| \$ | | | | | | | |
|----|--|--|--|--|--|--|--|

DETAILS CHECKED BY _____

DATE _____

ENTERED BY _____

DATE _____

AUTHORISED BY _____

DATE _____

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Level 1, 99 Queensbridge Street
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TERMS & CONDITIONS**

Version 5. 01/04/07

| S T O R E S T O C K | |
|--|---|
| STOCK STATUS | PROCEDURE |
| INVOICE DATE - LESS THAN 2 WEEKS | Read the Goods Return Authority (GRA) terms, complete a request form and fax to 1800 331 119. Upon approval, the goods will be replaced with same or current equivalent of the model. |
| INVOICE DATE - 2 WEEKS TO 2 MONTHS | Call your Yamaha sales manager to discuss, either; a) Possibility of a faulty stock allowance and have the unit repaired by an Authorised Yamaha Service Centre, or alternatively b) Submit a GRA request form. |
| INVOICE DATE - 2 MONTHS TO END OF WARRANTY PERIOD | To be repaired by an authorised Yamaha service centre. |
| AFTER WARRANTY PERIOD | Repair for goods is not covered under warranty. |

| C U S T O M E R S T O C K | |
|--|---|
| STOCK STATUS | PROCEDURE |
| RECEIPT DATE - LESS THAN 2 MONTHS | Call your Yamaha sales manager to discuss, either; a) possibility of a faulty stock allowance and have the unit repaired by an authorised Yamaha service centre, or alternatively b) submit a GRA request form. |
| RECEIPT DATE - 2 MONTHS TO END OF WARRANTY PERIOD | To be repaired by an authorised Yamaha service centre. |
| AFTER WARRANTY PERIOD | Repair for goods is not covered under warranty. |

GOODS RETURN AUTHORITY (GRA) TERMS & CONDITIONS**1. Audio Visual Products Two (2) Year Warranty**

Yamaha Music Australia Pty Ltd provides a comprehensive two (2) year warranty on all of its Home Audio Visual products. The only exceptions to the two (2) year warranty are the RX-Z9 Audio Visual Receiver (five (5) years) and Projector Lamps (six (6) months). The warranty period for Plasma TV is one (1) year for units purchased on or before August 31st, 2004, and two (2) years for units purchased on or after September 1st, 2004. The two (2) year warranty covers the cost of repair (all parts & labour), but excludes all freight costs. For terms and conditions of the Yamaha AVIT warranty, see the warranty card provided with every AVIT product.

2. Faults developing in customer-owned products less than two (2) calendar months old

Consumer-owned products may be returned to Yamaha for exchange for a replacement unit if they fail within two (2) calendar months after the date-of-purchase as indicated on the customer's receipt and the fault is covered under the terms and conditions of the Yamaha warranty (see the Yamaha AVIT warranty card for details). The GRA request form must include the serial number of the unit, a description of the fault and a copy of the customer's purchase receipt. Credits for returned goods will be approved after the fault is verified by Yamaha Music Australia's appointed centre for returned goods.

3. Faults developing in customer-owned products more than two (2) calendar months old

Customer's products which develop a fault after two (2) calendar months from the date of purchase may be eligible for repair under the terms of our two (2) year repair warranty. Dealers must seek prior permission from Yamaha before exchanging customer's faulty unit for a brand new unit after two (2) calendar months from the customer's purchase date. Goods exchanged without Yamaha's permission cannot be returned to Yamaha for credit.

4. Faults developing in all superseded products

Superseded models may be repaired under the two (2) year repair warranty (subject to the customers purchase receipt date verification). Products superseded for more than two (2) calendar months (after launch of replacement model according to Yamaha Music Australia) will not meet GRA criteria. However, it can be repaired under the terms of our warranty.

5. Faults developing in all products after two (2) previous services

If a product develops a fault during the warranty period and has already been repaired twice previously, the product may be returned to Yamaha for exchange to a new unit if the following three (3) criteria have been met: 1) All faults were covered by the terms of the Yamaha warranty ('no fault found' or 'user error', etc, does not count towards the service repair history of a product). 2) The service history of the unit reveals it has been found faulty twice previously by an authorised Yamaha service centre. 3) The full service history of the product must be supplied with the Goods Return Request.

6. Shop demonstration stock faulting within and including two (2) weeks after invoice date

Shop demonstration stock which fails within two (2) weeks of the invoice date from Yamaha to the store is considered dead on arrival (DOA) and can be returned for a new unit. The claim must be faxed to the Yamaha head office within two (2) weeks from the invoice date. Claims after two (2) weeks from Yamaha invoice date to the store will not be accepted.

7. Shop-demonstration stock faulting more than two (2) calendar months old

If a display product unit fails outside two (2) calendar months from the invoice date from Yamaha to the dealer, it may be repaired under the terms of our repair warranty.

8. Shop-demonstration stock faulting more than two (2) years after invoice date

Display stock failing after two (2) years from invoice date is to be repaired at the dealer's cost.

9. No fault found

Any products returned with 'no fault found' will be credited at their original invoice price to the dealer, less a minimum 25% restocking fee.

10. Missing parts

Any products missing parts and/or accessories will be credited at their original invoice price to the dealer, less an administration cost of \$15 (inc GST) plus the cost to replace the missing parts and/or accessories.

11. Inappropriate/insufficient packaging, or non-resalable condition

Any products packed inappropriately, with insufficient packaging, or returned in a non-resalable condition will either a) not be accepted for return and subsequent return freight costs will be charged to the dealer; or b) will be credited at their original invoice price to the dealer, less a minimum 25% damaged goods fee or the cost to repair the item, at trade price; whichever is greater.

16-10-21 07:27:40

REFUND LOG

MBD610

Whse: 101 Docklands Warehouse
Refund No: 357897 Type: Refund
Date logged: 16-10-17 Return Auth Code: 0000000000000000
Time logged: 12:24:27
Logged by: Layeeque NIZAMI - 101 Receivin
Audited: YES Audited By: Manil ESTABILLO - 101 Front En
Audit Date: 16-10-17 Audit Time: 12:40:18
Purchase Date: 16-10-15 Time Diff.: 15:51 (Audit - Logged)
Member #: 79092765400 Member Name: ANISHA DOBSON
Item #: 26754 Description: YAM KBD/STND 530
Dept #: 24 Department: MAJORS
Qty: 1 Receipt Shown: YES
Refund Price: 649.99 Actual Sell: 649.99
Returns Qty: Entered by user:
Date Entered: 00-00-00 Entered Time:
Action: Return to Vendor
Reason: Item did not work
Comments: Item just won't turn on at all.

Chk by Damian.

F1=Exit F13=Previous

Return to Vendor
Costco Wholesale AUS Pty Ltd
Warehouse: \$10 Dockland
Address: 383 Footscray
Docklands
VIC

INP922 Page: 1
Docket: 43037
Dept: 24
Log line:

Date: 21-10-16
Ship To: YAMAHA - MUSIC
72 MELVERTON DRIVE HALLAM 3803
WWW.YAMAHAMUSIC.COM.AU/RETURN
AVSALES@GMX.YAMAHA.COM
EXCEL_PSR@GMX.YAMAHA.COM
VIC 3008
Vendor: 382-24
Contact: EXCEL TECHNOLOGY
Phone : 03 8795 7260
Fax : 03 8795 7261

Name of Carrier: Consignment No.:

Freight Terms : Hold for Vendor to collect
RA # : PENDING
Bill Of Lading # : VENDOR PU
UPS Charge: 0.00
EXTENDED WEIGHT
XXXXXXXXXX
WEIGHT

QUANTITY ITEM
1.0 26754 YAMAHA DGX530 K/BOARD+STA .00
TOTAL WEIGHT/CASES: .00 1.00

RTV: Thymus
Manager: _____
Driver Signature: _____
Print Driver Name: _____
Vehicle Registration No.: _____

RECEIVED, subject to the classifications and tariffs in effect on the date of the issue of this Bill of Lading, the property described above in apparent good order, except as noted (contents and condition of contents of packages unknown), marked, consigned, and destined as indicated above which said carrier (the word carrier being understood throughout this contract as meaning any person or corporation in possession of the property under the contract) agrees to carry to its usual place of delivery at said destination, if on its route, otherwise to delivery to another carrier on the route to said destination. It is mutually agreed as to each carrier of all or any of said property over all or any portion of said route to destination and as to each party at any time interested in all or any said property, that every service to be performed hereunder shall be subject to all the bill of lading terms and conditions in the governing classification on the date of shipment.