

**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

HARVEY NORMAN

branch name

YOUNG

contact person

KYLIE

phone number

02 - 6384 - 1400

replacement order number

model number

MCR-B043D

serial number (compulsory)

Y222256VX

yamaha invoice number

2141626

yamaha invoice or customer purchase date

/ /

claim number

claim date

24 / 02 / 17

**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**

Unit isn't Reading Disc  
There is a disc stuck inside.

**DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory**

tested to attempt to remove customers  
CD and was unable to.  
(yamaha to remove CD & put back  
to young store).

- ☐ 5. YAMAHA SALES MANAGER NOMINATES RETURN reason and signature required

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### STEP 1

store name

HARVEY NORMAN

branch name

YOUNG

contact person

KYLIE

phone number

02 - 6384 - 1400

replacement order number

model number

MCR-B043D

serial number (compulsory)

Y228396WY

yamaha invoice number

2130825

yamaha invoice or customer purchase date

/ /

claim number

claim date

24 / 02 / 17

### 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
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Unit isn't Reading disc  
 there is a disc stuck inside.

DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory

tested to attempt to remove customers  
 CD and was unable to.  
 (Need Yamaha to Remove CD & send  
 back to store).

- ☐ 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 JUNDA PTY LTD A.C.N. 054 641 637 / A.B.N. 70 614 537 068  
trading as

**HARVEY NORMAN AV/IT SUPERSTORE YOUNG**

326 Boorowa Street

YOUNG NSW 2594

Phone: 02 6384 1400

Fax: 02 6384 1499

**TAX INVOICE**

**CREDIT CLAIM 972448**

YAMAHA MUSIC AUSTRALIA PTY LTD

PO BOX 268

SOUTH MELBOURNE 3205

Phone : 1300661977

Fax : 1800331119

**SUPPLIER'S COPY**

28/02/17 13:39:32 59

Contact : 13 Kylie

Supplier # : 510708

Franchisee #: 5960

Fran : 060

Invoice #: 2130825

Invoice Date: 06/10/16

Freight \$ : 21.76

Dear Sir/ms,

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

PLEASE NOTE THAT YOU HAVE UNTIL 29/04/17 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: FAULTY - RETURN FOR CREDIT

Product Code	Description of Goods	Qty	Price
MCRB043DBLK	YAMAHA MICRO COMPONENT SYSTEM	2.00	544.08
	INV 2130825 +231628415 X1		
	HNOPS2568		
	S/N Y228396WY		
	INV 2130825 +231628415 X1		
	HNOPS2569		
	S/N Y222256VX		

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

G.S.T. \$: 54.41

TOTAL CLAIM \$: 598.49

Raised by:

Authorised by: KYLIE

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

E&OE.

V2016.7

JUNDA PTY LTD A.C.N. 054 641 637 / A.B.N. 70 614 537 068  
as Trustee of the JUNDA NO 2 TRUST  
trading as

HARVEY NORMAN AV/IT SUPERSTORE YOUNG

326 Boorowa Street

YOUNG NSW 2594

Phone: 02 6384 1400 Fax: 02 6384 1499

TAX INVOICE

INVOICE REPRINT 330966 23/11/16 15:43:11 59 971557

LIN CHAPLIN

Assist: 13 MHaisell

1 SCOTT AVE

Cust #: 69424406

COOTAMUNDRA

SType : CASH ON DELIVERY

NSW 2590

Oper : 13 Kylie

Product	Qty	Price	Total
MCRB043DBLK	1.00	380.00	380.00
YAMAHA MICRO COMPONENT SYSTEM Batch: 231628415			
BLK			
* TAKEN * on 23/11/16			
EXCLUDEPRODCARE	1.00	0.00	0.00
EXCLUDING PRODUCT CARE			
MCRB043DBLK YAMAHA MICRO			
* TAKEN * on 23/11/16			
MCRB043DBLK	-1.00	380.00	-380.00
YAMAHA MICRO COMPONENT SYSTEM Batch: 231628415			
BLK			
* TAKEN * on 17/01/17			
EXCLUDEPRODCARE	-1.00	0.00	0.00
EXCLUDING PRODUCT CARE			
MCRB043DBLK YAMAHA MICRO			
* TAKEN * on 17/01/17			
MCRB043DBLK	1.00		
YAMAHA MICRO COMPONENT SYSTEM Batch: 231628415			
BLK			
Including 48 Months Product Care Replace			
Product Care Number: PC-0105900127820			
-----			
Total: MCRB043DBLK Including Product Care			450.00
* TAKEN * on 17/01/17			
MCRB043DBLK	1.00		
YAMAHA MICRO COMPONENT SYSTEM Batch: 231628415			
BLK			
Including 48 Months Product Care Replace			
Product Care Number: PC-0105900128708			
-----			
Total: MCRB043DBLK Including Product Care			450.00
* TAKEN * on 23/02/17			
MCRB043DBLK	-1.00		
YAMAHA MICRO COMPONENT SYSTEM Batch: 231628415			
BLK			
Including 48 Months Product Care Replace			
Product Care Number: PC-0105900127820			
-----			

Total: MCRB043DBLK Including Product Care -450.00  
\* TAKEN \* on 24/02/17

Invoice Notes:

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unit isn't reading discs, wont accept or  
spit them out

\*\*\*\*\*

crediting back in second unit as the cd  
compartment has stopped working customer  
had spoken with Yamaha and they said ret  
urn to the store, and they will  
recieve the cd out

\*\*\*\*\*

Pickup/Delivery Address:

LIN CHAPLIN

1 SCOTT AVE

COOTAMUNDRA

NSW 2590

Total	450.00
G.S.T. Content	40.91
INV PENDING	0.00
INV DEPOSIT	450.00
BALANCE OWING	0.00