

**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

The Good Guys

branch name

PORT MACQUARIE

contact person

TARA

phone number

02 - 6581 - 4666

replacement order number (compulsory\*)

22771634

\*A replacement order is automatically generated and charged at the same price as the return stock.

model number

YHTS401B

serial number (compulsory)

1638384Y0

yamaha invoice number

1985196

yamaha invoice or customer purchase date

28/06/14

claim number

437874

claim date

30/06/14

**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**

No Display.

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

☐ 5. YAMAHA SALES MANAGER NOMINATES RETURN

reason and signature required

FAXED  
20/6

FAXED  
7/8

Supplier: YAMAHA MUSIC AUSTRALIA P/L [AU]

P.O. BOX 268  
STH MELBOURNE  
VIC 3205, AU  
Phone: 1300661977 Fax: 0396908579

RTV Number: 437874  
RA Number:  
RA Date: 30/06/14  
Create Date:  
Dispatch Date:  
Raised By: amandalo



THE GOOD GUYS DISCOUNT WAREHOUSES  
(AUSTRALIA) PTY LTD  
ABN: 96 821 962 838  
ACN: 004 880 657  
168 LAKE ROAD  
PORT MACQUARIE NSW 2444  
Phone: (02) 6581 4666 Fax: (02) 6581 4744  
Email: portmacquarie@thegoodguys.com.au

Pending Return To Vendor Invoice

UIN	VPN	Description	Qty	Invoice Nbr	PO Nbr	Reason	Serial Number	Line Value
5022025046	YHTS401B	Soundbar 250W	1.00	1985196	22562742	NO DISPLAY	638384Y0	\$385.00

Supplier Use: Please complete and fax to: (PRINT NAME)

Authority Number \_\_\_\_\_ Approved By: \_\_\_\_\_

Courier Details: \_\_\_\_\_

(PRINT NAME) \_\_\_\_\_

Returns to be collected by supplier within 30 days of this notice

Courier Details / Special Instructions / Comments

Sub Total	\$385.00
GST	\$38.50
Total	\$423.50



THE GOOD GUYS DISCOUNT WAREHOUSES (AUSTRALIA) PTY LTD

A.B.N. 96 821 962 838

A.C.N.

004 880 657

168 LAKE ROAD

For every  
purchase you make  
we donate to  
local community  
organizations

PORT MACQUARIE

NSW

2444

Phone:

(02) 6581 4666

Fax:

(02) 6581 4744

Email:

portmacquarie@thegoodguys.com.au

# Receipt/Tax Invoice - Duplicate

Web Order No:

Docket No:  
D0550603518Sales Order No:  
S0550213345

Date

28/06/2014

Salesperson

Tony G

Customer No. 0550064625

Sales Customer

STEVE MACDONALD

[REDACTED]

[REDACTED]

NSW

Phone: [REDACTED]

Mobile: [REDACTED]

Delivery Instructions:

## Sales Details

SIN	Brand	Model	WTY Description	Qty	Amount
# 5022025046	YAMAHA	YHTS401B	24 Soundbar 250W	1	[REDACTED]
# 5021829713	SANDISK	2467047	12 Ultra 32GB MicroSD Android Mem 1		[REDACTED]

Goods Dispatched

# Customer has declined extended warranty on this line item.

Payment	Amount
Goods Dispatched	[REDACTED]
Security Deposits	0.00
Deposits Applied	0.00
Cash on Delivery	0.00
Total	[REDACTED]
Includes GST	[REDACTED]
Tender	
00 APPROVEDEFTPOS Debit	[REDACTED]
Change	0.00

## EFTPOS Details

Card No.	Account	Approval No.	Card Type	Message	Cash Out	Amount
*****080	Saving	55001061735	EFTPOS Debit	00 APPROVED	\$0.00	[REDACTED]

Bill Code: 41897  
Reference Number: 205502133452

\* B-Pay payments may take up to 3 days to process \*

Order Total	[REDACTED]
Goods Taken	[REDACTED]
Total Tendered (Inc. Security Deposit)	[REDACTED]
Security Deposit Held*	0.00
Balance of Order	0.00

### THIS DOCKET MUST BE PRODUCED FOR GUARANTEED SERVICE

The property in and title to remains with The Good Guys and does not pass to the customer until all monies payable (including any interest, freight or insurance charges) have been paid and cheques cleared. The goods shall be at customer's risk immediately upon delivery.

\*A RESTOCKING FEE OF 20% OF THE PURCHASE PRICE MAY BE CHARGED UPON CANCELLATION OF THIS SALES ORDER

SIGNATURE: \_\_\_\_\_