

**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

R I N G W O O D 1 0 4

contact person

R T V T E A M

phone number

0 3 - 8 8 7 3 - 6 7 2 3

replacement order number

4 1 3 7

model number

E 6 1 1 2 C

serial number (compulsory)

N / A D Y 1 2 1 0

yamaha invoice number

1 9 5 6 9 0 9

yamaha invoice or customer purchase date

2 1 / 0 5 / 1 4

claim number

4 1 3 7

claim date

2 7 / 0 7 / 1 4

**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

Member purchased on 21-5-2014, returned in 2 days. claiming item does not look new as it has marks on the gig maker and missing the tuner.

DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory

Checked by Erin and Andrew.

- ☐ 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)**

replacement costs (inc gst)

☒ Instruction Manual\$15.00 ☐☒ Remote control(s)\$27.50 ☐☒ Cables and interconnects\$5.50 ☐☒ AM and FM antennae\$5.50 ☐☒ YPAO or Intellibeam microphone\$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.

*Andreas Wirjady.*

name

*AW*

signature

*27-7-2014.*

date

**S T E P 5****FAX BOTH PAGES TO - 1800 331 119**

Y A M A H A I N T E R N A L U S E O N L Y

NEW ORDER NO.


GRA NO.

CLAIM REDUCTION

\$

DETAILS CHECKED BY \_\_\_\_\_ DATE \_\_\_\_\_

ENTERED BY \_\_\_\_\_ DATE \_\_\_\_\_

AUTHORISED BY \_\_\_\_\_ DATE \_\_\_\_\_

Whse: 104 Ringwood Warehouse

Refund No: 22237 Type: Refund

Date logged: 14-05-23

Time logged: 14:50:04

Logged by: Alina ROSENTHAL - 104 Membersh

Audited: YES

Audited By: Jennifer COLLEY - 104 Front En

Audit Date: 14-05-23

Audit Time: 15:00:54

Purchase Date: 14-05-21

Time Diff.: 10:50 (Audit - Logged)

Member #: 79049148400

Member Name: KELVIN LAU

Item #: 27820

Description: YAM E/GUITR EG1122

Dept #: 24

Department: MAJORS

Qty: 1

Receipt Shown: NO

Refund Price: 249.96

Actual Sell: 249.96

Returns Qty: Entered by user:

Date Entered: 00-00-00 Entered Time:

Action: Return to Vendor

Reason: Item was of poor quality

Comments: MEMBER OPENED IT AND FOUND THAT IT IS NOT NEW, INS

IDE ON THE PRODUCT THERE IS MARKS ON THE GIGMAKER

NO TUNER WITH IT.AURTHORISED BY ERIN AND ANDREW

F1=Exit F13=Previous

Return to Vendor  
From: Costco Wholesale AUS Pty Ltd  
Warehouse: \$104 Ringwood  
Address: 29 Bond Street  
Ringwood  
VIC  
INP222 Page: 1  
Docket: 4137  
Dept: 24  
Log line:

Date: 27-07-14  
Ship To: YAMAHA - MUSIC  
72 MELVERTON DRIVE  
HALLAM VICTORIA 3803  
AVSALES@GMX.YAMAHA.COM  
EXCEL\_PSR@GMX.YAMAHA.COM  
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 P/UP  
UPS Charge: 0.00

SELL UNITS  
EXTENDED  
WEIGHT  
XXXXXXXXXX  
WEIGHT

QUANTITY  
ITEM  
1.0 27820 YAMAHA ELECTRC GUITAR+AMP .00  
RTV:  TOTAL WEIGHT/CASES: .00

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.