

HARVEY NORMAN AV/IT Superstore Lismore

17 Zadoe Street
Lismore NSW 2480
Phone: 02 6623 1400 Fax: 02 6623 1499

TAX INVOICE

CREDIT CLAIM 1865797

YAMAHHA MUSIC AUSTRALIA PTY LTD

PO BOX 268

SOUTH MELBOURNE 3205

Phone : 1300661977

Fax : 1800331119

Dear Sir/ms,

Invoice #: 2010678
Invoice Date: 14/11/14

Invoice Date: 14/11/14

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

PLEASE NOTE THAT YOU HAVE UNTIL 09/02/15 TO REJECT THIS CLAIM, OTHERWISE IT WILL BE CONSIDERED FINALISED IN OUR FAVOUR.

Reason for our claim: CLAIM-RETURN FOR CR R.A. No:

Product Code	Description of Goods	Qty	Price
MCRB142RED	YAMAHA MICRO RED	1.00	317.55

YAMAHARA MICRO RED
TURNS ITSELF OFF AFTER 30SEC
NO FUNCTION WITH NOT ACCEPT

CD'S
DOP: 6/12/14
DOP: 6/12/14

DOR: 6/12/14

05679857X N/S

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

G.S.T. \$:

349.30

Raised by: _____
 Authorised by: _____

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

FE&OE
V2014.10

PLEASE READ BEFORE COMMENCING

TO COMPLETE 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.

TEST

store name	Ita	r	v	e	h		N	o	r	M	A	N
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branch name

contact person S. G. H. W. 2025

1400 = 6923 - 20

replacement order number

model number 222W

				0	5	3	7	5	8	3	7	7
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serial number (compulsory)

8	7	9	0	1	0	2
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Yamaha Invoice or customer purchase date

					7	6	4	5	9	8	1
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claim number

claim date

STEPS

☒ 1. DAMAGED IN TRANSIT / DEAD ON ARRIVAL

- ☐ 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

102ms ISSLE OFF AFTER 30 SECONDS.

DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory

27006637 N 4 72130 CD

☐ **S. YAMAHA SALES MANAGER NOMINATES RETURN**

NEW ORDER NO. _____
 GRA NO. _____
 CLAIM REDUCTION \$ _____

DETAILS CHECKED BY _____ DATE _____
 ENTERED BY _____ DATE _____
 AUTHORISED BY _____ DATE _____

YAMAHA INTERNAL USE ONLY

FAX BOTH PAGES TO - 1800 331 119

STEP 5

name S. Symonds signature S. Symonds date 11/12/14

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.

STEP 4

PACKAGING

TICK THE BOXES TO INDICATE THE FOLLOWING HAS BEEN CHECKED

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

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

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

STEP 3

REQUEST FORM

GOODS RETURN AUTHORITY

Version 6.01/04/07

Yamaha Music Australia Pty. Ltd.
 A/N 14 004 259 027
 Level 1, 99 Queensbridge Street
 Southbank, Victoria 3006

HOME ENTERTAINMENT SPECIALISTS

TAPE CONTENTS
 06/12/2014 10:03:47 S 32 1863211
 You were served by: WAYNE
 Cash 66832551R
 MR PETER LAWRENCE
 YAMAHA MICRO RED
 MCRB142RED 1 499.00
 Supplier Code: 510708
 Batch Number: 821432262
 Mf. Warranty of 24 Months
 TOTAL 499.00
 GST Content 45.36
 Cash 499.00

* * * End of Report * * *

TAPE CONTENTS
06/12/2014 10:01:58 S 32 1863208
You were served by: WAYNE
Cash 66832551R
MR PETER LAWRENCE
YAMAHA MICRO RED
MCRB142RED
Supplier Code: 510708
Batch Number: 821432262
Mt. Warranty of 24 Months
TOTAL
-449.00
GST Content
-40.82
Cash
-449.00

* * * * * End of Report * * *