

**YAMAHA**

Yamaha Music Australia Pty. Ltd.
 ABN 84 004 259 527
 Level 1, 99 Queensbridge Street
 Southbank, Victoria 3006

HOME ENTERTAINMENT SPECIALISTS

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

RT EDWARDS

branch name

ROCKHAMPTON

contact person

J. SONDERGELD

phone number

07 - 4911 - 2355

replacement order number

model number

YAS203B

serial number (compulsory)

21I101159

yamaha invoice number

2006533

yamaha invoice or customer purchase date

29 / 06 / 15

claim number

C018858

claim date

24 / 07 / 15

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 non responsive. DOA.

DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory

Customer has phoned and spoken to Yamaha.
 Troubleshoot didn't work.
 Told to bring back into store.

- ☐ 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.

Joel Sondergeld

n a m e

Joel Sondergeld

s i g n a t u r e

24-07-15

d a t e

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 _____

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HOME ENTERTAINMENT SPECIALISTS

GOODS RETURN AUTHORITY 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



MM2, MM3 STOCKLAND SHOPPING CTR
CNR YAAMBA RD & BRUCE HWY
NORTH ROCKHAMPTON
Account enquiries: 0733817825
Sales enquiries: 0749112355
Facsimile: 0749112366

RTE TRADING PTY LTD AS TRUSTEE FOR THE RTE UNIT TRUST
ACN 132 987 967 ABN 80 483 936 218

TAX INVOICE No.

6014754415



ACCOUNT TYPE

TERMS COD

S'PERSON

Tony Kirkwood

DATE

29/06/2015

STORE No.

RKH

INVOICE DETAILS			
NAME	MRS C CLIFFOD		
ADDRESS	34 RAINBOW ST		
SUBURB	BILOELA	QLD	POSTCODE 4715

Phone (H) (Wk) (Mob) 0434984480 (Oth)

MODEL CODE	DESCRIPTION	CL	DEL DATE	SRC	QTY	UNIT COST	TOTAL AMOUNT\$
YAS203B	Surround Sound TV Booster with Bluetooth (Customer Care Plan Declined)	N	29/06/2015	S	1.0	\$449.00	\$449.00
SID : 143025390	Carries a Manufacturers Guarantee for 24 months from receipt of goods ^						

COMMENTS

DELIVERY	\$0.00
TOTAL including GST	\$449.00
Total includes GST of	\$40.82
Less PAYMENT	\$0.00
BALANCE	\$449.00

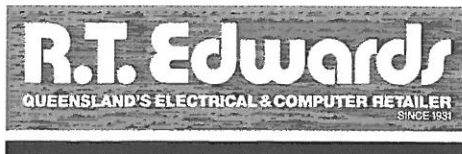
Class (CL): N-New R-RTS T-Trade-in Source (SRC): T-GOODS TAKEN W-WAREHOUSE S-STORE M-MANUFACTURER

TERMS AND CONDITIONS

1. Goods not paid in full will remain the property of RTE Trading Pty Ltd
2. Special order items require minimum 25% deposit or must be paid in full otherwise they can be cancelled
3. Full payment is required prior to, or upon delivery
4. ^ In addition to any remedy you may have under 'Manufacturer's Warranty' you also have Consumer Guarantees under Australian Consumer Law. Full details of your consumer rights may be found at: www.consumerlaw.gov.au
5. RTE Trading Pty Ltd will not accept any liability for any damage on products once they have been installed
6. Goods must be collected within 60 days of being received in store
7. All delivered goods must be signed for and any damages reported to the carrier and recorded on the delivery docket. If an arranged delivery does not occur due to customer circumstances, RTE Trading Pty Ltd reserves the right to charge for redelivery
8. On request, old appliances will be moved for a fee and is done so at owner's risk

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Customer's Signature



R.T Edwards
ABN 80 483 936 218
Registered Office: 35 BORTHWICK AVENUE MURARRIE QLD 4172
Postal Address: PO BOX 246 CANNON HILL QLD 4170
Telephone: (07) 3087 5222 Fax: (07) 3381 7889
E-mail: accountspayable@rtedwards.com.au

CLAIM FOR CREDIT NO. : C018858

Supplier: YAMAHA MUSIC AUST PTY LTD
Address:

From: ROCKHAMPTON
RKH

Phone: 0396935111 Fax:

RA Number:

Please Note: The following deduction will be made from your next account. To expedite settlement of your account, please quote this CLAIM NUMBER ON YOUR ADJUSTMENT NOTE. Please forward your adjustment note PO BOX 246 CANNON HILL QLD 4170

OUR ORDER	SUPPLIER INVOICE NO	SUPP. MODEL	SERIAL	QTY	CLAIM AMOUNT	TOTAL
134770	2006533	YAS203B	143025390	1	374.25	374.25
RKH	ROCKHAMPTON	21I101159				

Date of Purchase :29/10/14

Date sold:29/06/15

Fault:UNIT NON RESPONSIVE. CUSTOMER HAS PHONED AND ATTEMPTED TROUBLESHOOT WITH YAMAHA. TOLD TO BRING BACK TO STORE.

Authorised by: Joel Sondergeld	Total:	374.25
THIS CLAIM TOTAL INCLUDES GST OF : 34.02		

THE ABOVE GOODS HAVE BEEN COLLECTED BY:

CARRIER DOCKET NO	CARRIER	SIGNATURE	DATE
		_____	24/07/15

RECEIVED BY (Please Print)

SIGNATURE
