

DERNI PTY LTD A.C.N. 002 263 872 / A.B.N. 41 002 263 872
For SOONAVIT PTY LTD A.C.N. 165 531 224 / A.B.N. 91 862 272 812
trading as

Harvey Norman AV/IT Superstore Noosa
7-9 Gibson Road
NOOSAVILLE QLD 4566 P O Box 192 Noosaville LPO
Phone: 07 5473 1911 Fax: 07 5473 1999

TAX INVOICE

CREDIT CLAIM 2358008
YAMAHA MUSIC AUSTRALIA PTY LTD
PO BOX 268
SOUTH MELBOURNE 3205
Phone : 1300661977
Fax : 1800331119

SUPPLIER'S COPY

28/10/14 10:50:35 150
Contact : 153 JEFF
Supplier # : 510708
Franchisee #: 15060
Fran : 060

Invoice #: 1995508 Invoice Date: 11/08/14
Freight \$: 5.72

Dear Sir/ms,

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

PLEASE NOTE THAT YOU HAVE UNTIL 27/12/14 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
MCRB142BLK	YAMAHA CD MICRO SYSTEM BLK INV1995508 +4014300 X1 SN. Y676494SU FAULTY UNIT DISC STUCK IN UNIT UNABLE TO USE FROZEN	1.00	317.55

A.B.N. No : 41 002 263 872 G.S.T. \$: 31.76
TOTAL CLAIM \$: 349.31

Raised by: _____ Authorised by: _____

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

E&OE.
V2014.9

**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

HARVEY NORMAN

branch name

NOOSAVILLE

contact person

JEFF FISHERWOOD

phone number

07 - 5473 - 19

replacement order number

model number

MCRB142BLK

serial number (compulsory)

Y676494SU

yamaha invoice number

1995508

yamaha invoice or customer purchase date

24 / 10 / 14

claim number

2358008

claim date

28 / 10 / 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

DISC IS STUCK IN PLAYER IT WILL
NOT EJECT

DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory

Graeme from AV IT has Tested Unit
& Confirmed the fault for the Customer
& Unit swapped over.

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



YAMAHA

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ABN 84 004 259 527
Level 1, 99 Queensbridge Street
Southbank, Victoria 3006

GOODS RETURN AUTHORITY REQUEST FORM

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STEP 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

STEP 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.

Jeff Isherwood

name

Jeff Isherwood

signature

28/10/14

date

STEP 5

FAX BOTH PAGES TO - 1800 331 119

YAMAHA INTERNAL USE ONLY

NEW ORDER NO.

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GRA NO.

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CLAIM REDUCTION

\$					
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DETAILS CHECKED BY _____ DATE _____

ENTERED BY _____ DATE _____

AUTHORISED BY _____ DATE _____

Noosavit P/L A.C.N 155 280 087 / A.B.N 79 202 311 098

trading as

Harvey Norman AV/IT Superstore

7-9 Gibson Road Noosaville QLD 4566
Phone : 07 5473 1911 Fax : 07 5473 1994

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TAX INVOICE

INVOICE REPRINT 725879

24/10/2014

M/M VANVULPEN

Assist: JEFF

Cust #: 54497125

,, 4565

Stype : CASH ON DELIVERY

Product	Qty	Price	Total
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MCRB142BLK	1	\$419.95	\$419.95
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YAMAHA CD MICRO SYSTEM BLK

* TAKEN * on 24/10/14

MCRB142BLK	-1	\$419.95	\$419.95
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YAMAHA CD MICRO SYSTEM BLK

* RETURNED * on 25/10/14

Y676494SU

FAULTY UNIT THERE IS A DISC STUCK IN
THE PLAYER AND IT WILL NOT UNFREEZE
OR EJECT FAULTY DOA

GST Content \$0.00

Total: \$0.00