

**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.

**S T E P 1**

store name

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branch name

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contact person

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

phone number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

replacement order number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

model number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

serial number (compulsory)

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yamaha invoice number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

yamaha invoice or customer purchase date

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claim number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

claim date

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**S T E P 2****REASON FOR RETURN REQUEST** - (please tick one, provide full details and discuss with your Yamaha Sales Manager)

- |  |                        |
|--|------------------------|
| <input type="checkbox"/> 1. DAMAGED IN TRANSIT / DEAD ON ARRIVAL   | under 2 weeks old      |
| <input type="checkbox"/> 2. FAULTY - Display model   | under 2 weeks old      |
| <input checked="" type="checkbox"/> 3. FAULTY - Customer purchase  | under 2 months old     |
| <input type="checkbox"/> 4. FAULTY - 3rd time (two verified services by Authorised Yamaha Service Agent) | within warranty period |

**DESCRIBE NATURE OF FAULT - compulsory**


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


- |   |                               |
|---|-------------------------------|
| <input type="checkbox"/> 5. YAMAHA SALES MANAGER NOMINATES RETURN | reason and signature required |
|---|-------------------------------|

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Southbank, Victoria 3006**GOODS RETURN AUTHORITY  
REQUEST FORM**

Version 5. 01/04/07

**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.

\_\_\_\_\_ name

\_\_\_\_\_ signature

\_\_\_\_\_ 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.


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

GRA NO.


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

CLAIM REDUCTION

\$					

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

**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  
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

Aldlect Pty Ltd A.C.N 106-100-583/A.B.N 70-247-719-232 as trustee of  
the ALDLECT NO 2 TRUST trading as  
trading as

**Harvey Norman at Domayne Alexandria**

84 O'Riordan St Alexandria NSW 2015  
Phone : 02-83397000 Fax : 02-83397299

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**TAX INVOICE**

**INVOICE REPRINT 1838054**

**17/02/2016**

Clay Steele  
18 MALABAR RD  
COOGEE, NSW, 2034

Assist: STEPHEN  
Cust #: 83380476  
Stype : CASH ON DELIVERY

Product	Qty	Price	Total
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HTR6066B	1	\$118.95	\$118.95
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YAMAHA 7.2 AV RECEIVER HNG EX

\* TAKEN \* on 17/02/16

HTR6066B	-1	\$118.95	\$118.95
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YAMAHA 7.2 AV RECEIVER HNG EX

\* RETURNED \* on 17/02/16

\*\*\*\*\*  
Y047293VX

DOA FAULTY\*\* DOES NOT WORK FLASSES  
RED LIGHT

\*\*\*\*\*

GST Content \$0.00

**Total: \$0.00**

DERNI PTY LTD A.C.N. 002 263 872 / A.B.N. 41 002 263 872  
For ALDLECT PTY LTD A.C.N. 106 100 583 / A.B.N. 70 247 719 232  
trading as

**Harvey Norman at Domayne Alexandria**

84 O'Riordan ST  
Alexandria NSW 2015

Phone: 02 8339 7000 Fax: 02 8339 7299

**TAX INVOICE**

**CREDIT CLAIM 1954206**

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

**SUPPLIER'S COPY**

**22/02/16 12:52:53 637**

Contact : 241 JKEARNEY  
Supplier # : 510708  
Franchisee #: 63760  
Fran : 060

Dear Sir/ms,

Invoice #: 1963350

Invoice Date: 13/12/13

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

PLEASE NOTE THAT YOU HAVE UNTIL 22/04/16 TO REJECT THIS CLAIM,  
OTHERWISE IT WILL BE CONSIDERED FINALISED IN OUR FAVOUR.

Reason for our claim: CLAIM-RETURN FOR CR R.A. No: 0  
Notes: FAULTY - RETURN FOR CREDIT

Product Code	Description of Goods	Qty	Price
HTR6066B	YAMAHA 7.2 AV RECEIVER HNG EX INV1963350 +2221335219 X1 637FY2427 S/N Y047293VX	1.00	425.00

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

G.S.T. \$: 42.50  
TOTAL CLAIM \$: 467.50

Raised by: \_\_\_\_\_ Authorised by: STEPHEN

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

E&OE.  
V2016.1