

**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

JOYCE MAYNE

branch name

WARRAWONG

contact person

JODIE

phone number

02 - 4276 - 0019

replacement order number

model number

LSX70BLK

serial number (compulsory)

T12696540W

yamaha invoice number

2055965

yamaha invoice or customer purchase date

08 / 10 / 17

claim number

976106

claim date

17 / 02 / 17

**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**

Powers up but light doesn't come on.

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

Tested power

- ☐ 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.

*Jodie Wilson*

n a m e

*[Signature]*

s i g n a t u r e

*17/2/17*

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.

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

GRA NO.

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

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

CLAIM REDUCTION

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

DERNI PTY LTD A.C.N. 002 263 872 / A.B.N. 41 002 263 872  
For Warravit PTY LTD A.C.N. 144 592 156 / A.B.N. 80 575 751 289  
trading as

**Joyce Mayne AV/IT Warrawong**

113 King Street  
Warrawong NSW 2502  
Phone: 02 4276 0000 Fax: 02 4276 0031

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**TAX INVOICE**

**CREDIT CLAIM** 976106  
YAMAHA MUSIC AUSTRALIA PTY LTD  
PO BOX 268  
SOUTH MELBOURNE 3205  
Phone : 1300661977  
Fax : 1800331119

**SUPPLIER'S COPY**

17/02/17 16:27:26 120  
Contact : 8 JODIE W - 9901  
Supplier # : 510708  
Franchisee #: 12060  
Fran : 060

Invoice #: 2055965 Invoice Date: 10/09/15  
Freight \$ : 6.98

Dear Sir/ms,

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

PLEASE NOTE THAT YOU HAVE UNTIL 18/04/17 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
LSX70BLK	YAMAHA LIGHTING AUDIO SYSTEM L INV# 2055965 SERIAL# T126965UW FAULTY: POWERS UP, BUT LIGHT DOESN'T COME ON	1.00	232.57

A.B.N. No : 41 002 263 872	G.S.T. \$:	23.26
	TOTAL CLAIM \$:	255.83

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

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

E&OE.  
v2016.7

TAPE CONTENTS

08/02/2017

You were served by:

Cash

YAMAHA LIGHTING AUDIO SYS	199.00
LSX70BLK	1 @ 199.00
Supplier Code: 510708	
Batch Number: 2916326114	
PROMOTIONAL PRODUCT	-180.01
Mf. Warranty of 24 Months	

TOTAL	199.00
GST Content	18.09
Cash	200.00
Change	1.00

\* \* \* End of Report \* \* \*

TAPE CONTENTS

10/02/2017 [REDACTED] 21 27 14 120 9596

You were served by: [REDACTED]

Cash [REDACTED] 11275905

CRAIG WATTS

YAMAHA LIGHTING AUDIO SYS -199.00

LSX70BLK -1 @ 199.00

Supplier Code: 510708

Batch Number: 2916326114

Mf. Warranty of 24 Months

TOTAL -199.00

GST Content -18.09

Cash -199.00

Invoice Notes:

>\*\*\*\*\*  
>POWERS ON BUT NO LIGHT  
>REFER JAKE  
>\*\*\*\*\*

\* \* \* End of Report \* \* \*