



# 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

HARVEYNORMAN

branch name

MIGAMBIER

contact person

SHARNI

phone number

08 - 8724 - 6800

replacement order number

model number

LIVESTAGE7300

serial number (compulsory)

SEE INVOICE

yamaha invoice number

2112658

yamaha invoice or customer purchase date

04 / 07 / 16

claim number

2079910

claim date

26 / 07 / 16

### 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

order shipped incorrectly - should have been  
YHT8930AXB. refer Colin Moss

DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory

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

**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

**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*\* unit never  
been unboxed.***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.

*Sharni*

n a m e

*[Signature]*

s i g n a t u r e

*26.7.16*

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 MOUNTAVIT PTY LTD A.C.N. 604 003 429 / A.B.N. 83 533 543 164  
trading as

**Harvey Norman AV/IT Superstore Mt Gambier**

Cnr Kennedy Ave & Jubilee Hwy

MT GAMBIER SA 5290

Phone: 08 8724 6800

Fax: 08 8724 6899

**TAX INVOICE**

**CREDIT CLAIM 2079910**

YAMAHA MUSIC AUSTRALIA PTY LTD

PO BOX 268

SOUTH MELBOURNE 3205

Phone : 1300661977

Fax : 1800331119

**SUPPLIER'S COPY**

**26/07/16 13:01:23 140**

Contact : 58 Sharni A

Supplier # : 510708

Franchisee #: 14060

Fran : 060

Invoice #: 2112658

Invoice Date: 04/07/16

Freight \$ : 25.44

Dear Sir/ms,

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

PLEASE NOTE THAT YOU HAVE UNTIL 24/09/16 TO REJECT THIS CLAIM,  
OTHERWISE IT WILL BE CONSIDERED FINALISED IN OUR FAVOUR.

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

Product Code	Description of Goods	Qty	Price
LIVESTAGE7300	YAMAHA MUSICCAST HT order shipped incorrectly by Yamaha return as per Colin Moss inv# 2112658	1.00	1272.09

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

G.S.T. \$: 127.21

TOTAL CLAIM \$: 1399.30

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

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

E&OE.

V2016.4



YAMAHA MUSIC AUSTRALIA PTY. LTD.

Level 1, 99 Queensbridge Street, Southbank VIC. 3006 Australia  
P.O. Box 268 South Melbourne VIC. 3205 Australia  
Telephone +61 3 9693 5111 Facsimile +61 3 9699 2392  
ABN 84 004 259 527



CHARGED TO:  
DERNI PTY LTD T/A HARVEY  
NORMAN (VENDOR 510708)  
BUILDING B1 RICHMOND RD  
FLEMINGTON (NSW)  
NEW SOUTH WALES 2140  
ABN/ACN 41 002 263 872

INVOICE NO. 2112658  
INVOICE DATE 04/07/16  
INVOICE WITH GOODS  
INVOICE TYPE 3T TT VICGOOD  
WAREHOUSE 038469  
SHIPMENT NO. 30 DAYS (DERNI GROUP)  
DATE DUE 15/09/16

DELIVERED TO:  
6DERNI-140  
HARVEY NORMAN STORE 140  
CNR KENNEDYAVE & JUBILEE  
MT GAMBIER  
SOUTH AUSTRALIA 5290

UNIT PRICE	UNIT GST	TAX CODE	SUGGESTED RETAIL PRICE	ITEM NUMBER	DESCRIPTION	QTY. ORDERED	QTY. SUPPLIED	QTY. B/O	EXTENDED VALUE (INCLUSIVE OF GST)
1,272.09	127.21	1	1,999.00	LIVESTAGE7300	LIVE STAGE 7300 PAC	1	1		1,399.30
				RXV581B	LIVE STAGE 7300 LIVE STAGE 7300 PAC	1	1		
				NSF51BP	YAMAHA AV RECEIVER	1	1		
				NSP51B	21Y188746SU	2	2		
				YSTGW216BS	S/NOS. 21115133	1	1		
				YSTGW216S	FRONT SPEAKER PAIR	2	2		
				YSTGW216S	S/NOS. 21115133	1	1		
				YSTGW216S	CENTRE AND REAR SPEAKER PACK	2	2		
				YSTGW216S	S/NOS. 21108785	2	2		
				YSTGW216S	W SUB LEAD	2	2		
				YSTGW216S	S/NOS. 211350826SU	2	2		
				YSTGW216S	211350836SU	2	2		
				YSTGW216S	DJ LIGHT FOR LIVESTAGE	2	2		
				YSTGW216S	ORDER NO. 642368-010	2	2		
				YSTGW216S	DEALER'S P.O. 80744	2	2		
				YSTGW216S	COMMENT.1	2	2		

RECEIVED S.I.T. 1/10  
SUGGEST TO CHECK  
ALL OF CANTONS ITEMS  
SIGNATURE  
PRINT NAME  
PAYROLL NO.

CREDITOR

06 JUL 2016

APPROVED

ALL PAYMENTS TO P.O. BOX 268 STH. MELBOURNE 3205  
TAX CODES: 0=EXEMPT 1=10.00% 2=22.00% 3=10.00%  
4=10.00% 6=10.00% 7=10.00% 8=0.00%

ASSEMBLED BY	PACKED BY	DATE DISPATCHED	NO. OF CARONS	KILOS	CARRIER	CONSIGNMENT NOTE	GOODS RECEIVED BY
XXX	XXX	04/07/16	8	139	STARTTRACK AVIT	YMA81436	TOTAL PRICE INCLUSIVE GST

1,399.30

PLEASE NOTE:

1. THE SALE IS MADE SUBJECT TO THE CONDITIONS ON THE BACK
2. TO COMPLY WITH THIS RECOMMENDATION.
3. APPROVAL TO RETURN OF MERCHANDISE FORM MUST BE OBTAINED
4. FULL DETAILS OF CLAIMS RELATING TO THIS INVOICE SHOULD

SUPP. 510708 ORDER: 80744  
GIR for 14060/060 REC: 05/07/2016  
INV No: 2112658 INV: \$1272.09

REST MAY E CHAR...  
VERDUE ACCOUNTS.

CC No: CC

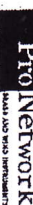
REBATE: 0.00

BATCH: FRGHT: 25.44

WEEK/DAY: TOTAL:

steinberg

YAMAHA PIANOS



TAX INVOICE