

**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

H A R V E Y N O R M A N

model number

M C R B 0 4 3 D B L K

branch name

G U N N E D A H

serial number (compulsory)

2 1 Y 1 3 9 0 6 5 X Z

contact person

J U L I E

yamaha invoice number

2 0 9 4 6 5 7

phone number

0 2 - 6 7 4 1 - 7 9 0 0

yamaha invoice or customer purchase date

1 6 / 0 3 / 1 6

replacement order number

claim number

2 2 8 0 4 4

claim date

2 7 / 0 4 / 1 6

**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**

EXTENSIVE CARTON AND UNIT DAMAGE

(see Attached photos)

**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)

- ☐ 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)

*New stock  
unopened*

**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.

GRA NO.

CLAIM REDUCTION

\$					

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

DATE \_\_\_\_\_

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

DATE \_\_\_\_\_

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

DATE \_\_\_\_\_

DERNI PTY LTD A.C.N. 002 263 872 / A.B.N. 41 002 263 872  
For GUNNAVIT PTY LTD A.C.N. 158 220 707 / A.B.N. 95 914 042 662  
trading as

Harvey Norman AV\IT Superstore Gunnedah  
82 Conadilly Street  
Gunnedah NSW 2380  
Phone: 02 67417900 Fax: 02 67417999

**TAX INVOICE**

**CREDIT CLAIM 228044**

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

**SUPPLIER'S COPY**

**27/04/16 14:22:27 255**

Contact : 23 JCARSLEY  
Supplier # : 510708  
Franchisee #: 25560  
Fran : 060

Invoice #: 2094657

Freight \$

Invoice Date: 16/03/16  
: 5.44

Dear Sir/ms,

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

PLEASE NOTE THAT YOU HAVE UNTIL 26/06/16 TO REJECT THIS CLAIM,  
OTHERWISE IT WILL BE CONSIDERED FINALISED IN OUR FAVOUR.

Reason for our claim: CLAIM-RETURN FOR CR R.A. No:  
Notes: SN: (21)Y139065XZ

Product Code	Description of Goods	Qty	Price
MCRB043DBLK	YAMAHA MICRO COMPONENT SYSTEM FAULT: COURIER DAMAGE CARTON DAMAGED UNIT INSIDE CARTON DAMAGED 2 UNITS ON ORDER .ARRIVED SEPERATLY BOTH WERE DAMAGED THIS ONE MORE SEVERE THAN THE OTHER	1.00	272.04

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

G.S.T. \$: 27.20  
TOTAL CLAIM \$: 299.24

Raised by: Jolie

Authorised by: B.RENYOLDS

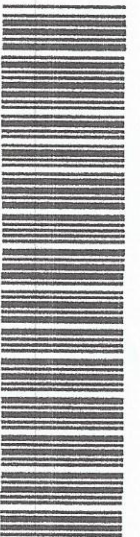
PACKED		CHECKED	
Quantity	By	Quantity	By
Carrier		Con Note No	Drivers Signature
Company			
Drivers	Veh	Date	
Name	reg		

E&OE.  
V2016.2



# STAR TRACK EXPRESS

Star Track Express Pty Limited  
A.B.N. 44 001 227 890



DESPATCH DATE  
16-03-2016

CONSIGNMENT NOTE - YMA76416

SERVICE EXP --- ROAD EXPRS

*\*.*

*one unit received*

*02/3/16 (extensive damage)*

*and unit received*

*31/3/16 (carton damaged)*

**SENDER NAME AND PICK-UP ADDRESS**

AVIT YAMAHA MUSIC  
AUSTRALIA  
C/- 231-233 BOUNDARY ROAD  
(TT LOGISTICS)

LAVERTON NORTH  
VIC 3026  
TELEPHONE No. 96935111

**RECEIVER NAME AND DELIVERY ADDRESS**

HARVEY NORMAN STORE 255  
117 CONADILLY STREET

GUNNEDAH  
NSW 2380  
TELEPHONE No.

No. of Items	CTN	CARTON	Description of Goods	022060	Cubic Metres	Whole Kilos Only
2	CTN	CARTON	1 carton received is damaged.		0.076	16

**SPECIAL INSTRUCTIONS** YMA76416

**RECEIVER**

## MULTIPLE DELIVERY RECEIPT

DATE	NO. ITEMS	RECEIVED GOOD ORDER & CONDITION
22-3	1	<i>[Signature]</i>

Run No: 017

Printed 17/03/2016 01:01:26 for TAM

RECEIVER KEEPS THIS COPY

WE ARE NOT COMMON CARRIERS



YAMAHA

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 2332  
ABN 84 004 259 527  
022060

CHARGED TO: GDERNI-000  
DERNI PTY LTD T/A HARVEY  
NORMAN (VENDER 510708)  
BUILDING B1 RICHMOND RD  
FLEMINGTON (NSW)  
NEW SOUTH WALES 2140

ABN/ACN 41 002 263 872

INVOICE NO. 2094657  
INVOICE DATE 16/03/16  
INVOICE WITH GOODS  
INVOICE TYPE 3T TT VICGOOD  
WAREHOUSE 022060  
SHIPMENT NO. 30 DAYS (DERNI GROUP)  
PAYMENT TERMS 15/05/16  
DATE DUE

DELIVERED TO:  
HARVEY NORMAN STORE 255  
117 CONADILLY STREET  
GUNNEDAH  
NEW SOUTH WALES 2380

UNIT PRICE	UNIT GST	TAX CODE	SUGGESTED RETAIL PRICE	ITEM NUMBER	DESCRIPTION	QTY. ORDERED	QTY. SUPPLIED	QTY. B/O	EXTENDED VALUE (INCLUSIVE OF GST)
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272.04 27.20 1 399.00 MCRB043DBLK  
YAMAHA DESKTOP AUDIO SYSTEM  
MCR-B043D BLACK  
21Y138985XZ  
S/NOS. 21Y139065XZ 21Y138985XZ  
ORDER NO. 631277-010  
DEALER'S P.O. 6122  
LESS 0.00%  
COMMENT. 1

RECEIVED 31/3/16  
SUBJECT TO CHECK  
No. OF CARTONS / ITEMS  
SIGNATURE  
PRINT NAME  
PAYROLL No.

SUPP. 510708 ORDER: 6122  
GIR for 25560/060 REC: 31/03/2016  
INV No: 2094657 INV: \$544.08  
CC No: CC  
REBATE: 0.00  
BATCH 10.88  
WEEK/DAY: TOTAL: 554.96

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%

54.40 GST INCLUDED IN THIS INVOICE

ASSEMBLED BY	PACKED BY	DATE DISPATCHED	NO. OF CARTONS	KILOS	CARRIER	CONSIGNMENT NOTE	GOODS RECEIVED BY	TOTAL PRICE (INCLUSIVE GST)
	XXX	16/03/16	2	20	STARTRACK AVIT	YMA76416		598.48

NOTE:

- THE SALE IS MADE SUBJECT TO THE CONDITIONS ON THE BACK OF THIS INVOICE.
- THE PRICE SET OUT OR REFERRED TO HEREIN IS A RECOMMENDED PRICE ONLY AND THERE IS NO OBLIGATION TO COMPLY WITH THIS RECOMMENDATION.
- APPROVAL TO RETURN OF MERCHANDISE FORM MUST BE OBTAINED PRIOR TO RETURN OF GOODS.
- FULL DETAILS OF CLAIMS RELATING TO THIS INVOICE SHOULD BE RETURNED WITH REMITTANCE ADVICE.

INTEREST MAY BE CHARGED ON OVERDUE ACCOUNTS. E & O.E.



YAMAHA PIANOS



Clavinova

Pro Network

TAX INVOICE