

**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

C O S T C O

branch name

R I N G W O O D 1 0 4

contact person

R T V T E A M

phone number

0 3 - 8 8 7 3 - 6 7 2 3

replacement order number

4 1 3 6

claim # 4136

model number

Y H T 5 9 8

serial number (compulsory)

I 6 2 1 6 3 2 S U

yamaha invoice number

1 9 0 3 1 2 1

yamaha invoice or customer purchase date

1 3 / 0 1 / 1 3

claim number

4 1 3 6

claim date

2 7 / 0 7 / 1 4

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

the small speaker do not have any sound running through them anymore.

DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory

N/A.

- ☐ 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.

Andreas Wirjady

n a m e

AW

s i g n a t u r e

27-7-2014

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.

DETAILS CHECKED BY _____ DATE _____

GRA NO.

ENTERED BY _____ DATE _____

CLAIM REDUCTION

\$					

AUTHORISED BY _____ DATE _____

Whse: 104 Ringwood Warehouse

Refund No: 29193 Type: Refund

Date logged: 14-07-26

Time logged: 16:58:33

Logged by: Carly JOHNSON - 104 Membership

Audited: YES Audited By: Kieran BARRETT - 104 Front End

Audit Date: 14-07-26 Audit Time: 18:01:16

Purchase Date: 13-01-13 Time Diff.: 1:02:43 (Audit - Logged)

Member #: 79018785700 Member Name: NICHOLAS IRWIN

Item #: 23039 Description: YAMAHA YHT-598 H/T

Dept #: 24 Department: MAJORS

Qty: 1 Receipt Shown: NO

Refund Price: 1199.99 Actual Sell: 1199.99

Returns Qty: Entered by user:

Date Entered: 00-00-00 Entered Time:

Action: Hold for further instructions

Reason: Item was OK & then failed

Comments: the small speaker do not have any sound running th
rough them anymore
auth and checked by krishna

F1=Exit F13=Previous

From: Costco Wholesale Aus Pty Ltd
Warehouse: 104 Ringwood
Address: 29 Bond Street
Ringwood
VIC
Return to Vendor
INP922 Page: 1
Docket: 4136
Dept: 24
Log line:

Date: 27-07-14
Ship To: YAMAHA - AV
72 MELVERTON DRIVE
HALLAM VICTORIA 3803
AVSALES@GMX.YAMAHA.COM
EXCEL-PSR@GMX.YAMAHA.COM
VIC 3134
Vendor: 382-00
Contact: EXCEL TECHNOLOGY
Phone : 03 8795 7260
Fax : 03 8795 7261

Name of Carrier: Consignment No.:

Freight Terms : Hold for Vendor to collect
RA # : PENDING
Bill Of Lading # : VENDOR P/UP
SELL UNITS UPS Charge: 0.00
EXTENDED
WEIGHT
XXXXXXXXXX
WEIGHT

QUANTITY ITEM
1.0 23039 YAMAHA 7.1 H/T YHT598AUBG .00
RTV: TOTAL WEIGHT/CASES: .00

Manager:

Driver Signature: Print Driver Name: Vehicle Registration No.:

RECEIVED, subject to the classifications and tariffs in effect on the date of the issue of this Bill of Lading, the property described above in apparent good order, except as noted (contents and condition of contents of packages unknown), marked, consigned, and destined as indicated above which said carrier (the word carrier being understood throughout this contract as meaning any person or corporation in possession of the property under the contract) agrees to carry to its usual place of delivery at said destination, if on its route, otherwise to delivery to another carrier on the route to said destination. It is mutually agreed as to each carrier of all or any of said property over all or any portion of said route to destination and as to each party at any time interested in all or any said property, that every service to be performed hereunder shall be subject to all the bill of lading terms and conditions in the governing classification on the date of shipment.