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.

STEP 1

store name: THEGOODGUYS

branch name: HOPPERS XING

contact person: MICHELLE

phone number: 03 - 9974 - 7272

replacement order number: ---

model number: PDX-B11BLK

serial number (compulsory): T1103 42XZ

yamaha invoice number: 5472120 20

yamaha invoice or customer purchase date: 21 / 12 / 13

claim number: 4621126

claim date: 18 / 08 / 14

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

NOT SYNCING WITH BLUETOOTH ON MOBILE.

DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory

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

Please continue to page 2 and return both pages via fax....

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STEP 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

STEP 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.

MICHELLE (OR) CRAIG — name
signature
18/8/14 — date

STEP 5

FAX BOTH PAGES TO - 1800 331 119

YAMAHA INTERNAL USE ONLY

NEW ORDER NO.	
GRA NO.	
CLAIM REDUCTION	$

DETAILS CHECKED BY _____ DATE _____
ENTERED BY _____ DATE _____
AUTHORISED BY _____ DATE _____

Supplier: **YAMAHA MUSIC AUSTRALIA P/L [AU]**
P.O. BOX 268
STH MELBOURNE
VIC 3205, AU
Phone: 1300661977 **Fax:** 0396908579

DE CESARIS MUIRS PTY LTD
ABN: 17 042 790 478
ACN: 062 826 064
161 OLD GEELONG ROAD
HOPPERS CROSSING VIC 3029
Phone: (03) 9974 7272 **Fax:** (03) 9974 7274
Email: hopperscrossing@thegoodguys.com.au

RTV Number: 462126
RA Number:
RA Date:
Create Date: 18/08/14
Dispatch Date:
Raised By: michellecz

Pending Return To Vendor Invoice

UIN	VPN	Description	Qty	Invoice Nbr	PO Nbr	Reason	Serial Number	Line Value
5014801665	PDX-B11BLK	Speaker Bluetooth	1.00	547212-020	21631715	NOT SYNCING WITH BLUETOOTH ON MOBILE.	T110342XZ	$96.51

Supplier Use: Please complete and fax to: **(PRINT NAME)**

Authority Number _____ Approved By: _____

Courier Details: _____

(PRINT NAME) _____

Returns to be collected by supplier within 30 days of this notice

Sub Total	$96.51
GST	$9.65
Total	$106.16

Courier Details / Special Instructions / Comments

DE CESARIS MUIR'S PTY LTD
A.B.N. 17 042 790 478 A.C.N. 062 826 064
161 OLD GEELONG ROAD
HOPPERS CROSSING VIC 3029
Phone: (03) 9974 7272
Fax: (03) 9974 7232
Email: hopperscrossing@thegoodguys.com.au

THE GOOD GUYS

For every purchase you make we donate to local community organisations

GOOD GUYS DOING GOOD

Tax Adjustment Notice - Duplicate

Web Order No:

Docket No: D0090894658

Sales Order No: S0090280689

Date 17/08/2014
Salesperson Louisa M

Customer No. 0090125640 **Sales Customer**
MICHAEL DOYLE
.
POINT COOK VIC 3030
Phone:0409393856 Mobile:

Delivery Instructions:

Sales Details

SIN	Brand	Model	WTY	Description	Qty	Amount
5014801665	YAMAHA	PDX-B11BLK	12	Speaker Bluetooth	-1	-110.00
17/8 NOT SYNCING WITH BLUETOOTH ON MOBILE AND WOULD GO SILENT SPARINGLY WHEN IN USE..TC..LGM						
10186372	TGGEW	ENT+2	24	Additional 2 Year Warranty	-1	-25.00
				Voucher Sale	1	135.00
				Goods Dispatched		**0.00**

Customer has declined extended warranty on this line item.

Payment	Amount
Goods Dispatched	-135.00
Total	-135.00
Includes GST	-12.27
Tender	
Change	0.00

Order Total	0.00
Goods Taken	0.00
Total Tendered (Inc. Security Deposit)	0.00
Security Deposit Held*	0.00
Balance of Order	0.00

B PAY
Biller Code: 41897
Reference Number: 200902806898
* B-Pay payments may take up to 3 days to process *

SN-T110342XZ

THIS DOCKET MUST BE PRODUCED FOR GUARANTEED SERVICE

The property in and title to remains with The Good Guys and does not pass to the customer until all monies payable (including any interest, freight or insurance charges) have been paid and cheques cleared. The goods shall be at customer's risk immediately upon delivery.

***A RESTOCKING FEE OF 20% OF THE PURCHASE PRICE MAY BE CHARGED UPON CANCELLATION OF THIS SALES ORDER**

SIGNATURE:_____

DE CESARIS MUIR'S PTY LTD
A.B.N. 17 042 790 478 A.C.N. 062 826 064
161 OLD GEELONG ROAD
HOPPERS CROSSING VIC 3029
Phone: (03) 9974 7272
Fax: (03) 9974 7232
Email: hopperscrossing@thegoodguys.com.au

THE GOOD GUYS

For every purchase you make we donate to local community organisations

GOOD GUYS DOING GOOD

Receipt/Tax Invoice - Duplicate

Web Order No:

Docket No: D0090807340

Sales Order No: S0090242784

Date 21/12/2013
Salesperson Michael L

Customer No. 0090125640 **Sales Customer**
MICHAEL DOYLE
.
POINT COOK VIC 3030
Phone:0409393856 Mobile:

Delivery Instructions:

Sales Details

SIN	Brand	Model	WTY	Description	Qty	Amount
5014801665	YAMAHA	PDX-B11BLK	12	Speaker Bluetooth	1	110.00
10186372	TGGEW	ENT+2	24	Additional 2 Year Warranty	1	25.00
				Goods Dispatched		**135.00**

Payment	Amount
Goods Dispatched	135.00
Security Deposits	0.00
Deposits Applied	0.00
Cash on Delivery	0.00
Total	135.00
Includes GST	12.27
Tender	
00 (APPROVED)EFTPOS	135.00
Change	0.00

EFTPOS Details

Card No.	Account	Approval No.	Card Type	Message	Cash Out	Amount
********** 129	Savings	009001030683	EFTPOS	00 (APPROVED)	$0.00	$135.00

iB PAY

Biller Code: 41897
Reference Number: 200902427844
* B-Pay payments may take up to 3 days to process *

Order Total	135.00
Goods Taken	135.00
Total Tendered (Inc. Security Deposit)	135.00
Security Deposit Held*	0.00
Balance of Order	0.00

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***A RESTOCKING FEE OF 20% OF THE PURCHASE PRICE MAY BE CHARGED UPON CANCELLATION OF THIS SALES ORDER**

SIGNATURE:_____

@TheGoodGuysAU /TheGoodGuysAU CARTRIDGES 4 PLANET ARK