



Return Authority No:

# RETURN MATERIAL AUTHORITY REQUEST FORM (RMA)

**Details:**

1. Dealer Name:	COSTCO WHOLESALE AUBURN (102)	2. Contact Name:	SANDRA ATTARD
3. Contact Number:	(02) 8756 4623	4. Fax Number:	XXXXXXXXXXXXXXXXXX
5. E-mail:	W05102-returntovendor@costco.com.au	6. Claim Number:	20385
7. Pickup Address:	17 - 21 Parramatta Road	8. Suburb:	Lidcombe
9. State:	NSW	10. Zip code:	2141

**REASON FOR RETURN**FAULTY/DOA ☒ SUPPLIED INCORRECTLY ☐ DOUBLE DELIVERY ☐ORDERED INCORRECTLY ☐ OTHER (State reason): \_\_\_\_\_**Product to be returned:**

Part No.	Serial No.	Fault	Your Invoice #	Qty.	Costco Item#
CC377B H/T	T 242984	SYSTEM NO	1984267	1	30950
	OQ	LONGER			
		SWITCHES ON			

FAULT (If insufficient space above, please complete below)

REFUND LOG PRINT SCREEN IS ATTACHED AS A PROOF OF PURCHASE, WE HAVE NO ACCESS TO RECEIPT AND CAN NOT DISCLOSE CUSTOMERS NAME FOR CONFIDENTIALITY REASONS.

Signed: Sandra Attard

Printed Name: SANDRA ATTARD

Date: 21/7/14

**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

COSTCO

branch name

AUBURN

contact person

SANDRA ATTARD

phone number

02 - 8756 - 4623

replacement order number

model number

CC377B H/T

serial number (compulsory)

T2429840Q

yamaha invoice number

yamaha invoice or customer purchase date

/ /

claim number

20385

claim date

21 / 07 / 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

SYSTEM NO LONGER SWITCHES ON.

DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory

☐ 5. YAMAHA SALES MANAGER NOMINATES RETURN

reason and signature required

14-07-20 15:50:13  
10

REFUND LOG

MBD6

Whse: 102 Auburn Warehouse

Refund No: 186628

Type: Refund

Date logged: 14-07-20

Time logged: 10:50:55

Logged by: Delia VALONES - 102 Front End

Audited: YES

Audited By: Guilda NDAIRA - 102 Front End

Audit Date: 14-07-20

Audit Time: 12:09:32

Purchase Date: 14-06-07

Time Diff.: 1:18:37 (Audit - Logged)

Member #: 79019553201

Member Name: BRENDAN CRAWFORD

Item #: 30950

Description: YAMAHA CC377B H/T

Dept #: 24

Department: MAJORS

Qty: 1

Receipt Shown: NO

Refund Price: 599.98

Actual Sell: 599.98

Returns Qty:

Entered by user:

Date Entered: 00-00-00

Entered Time:

Action: Return to Vendor

Reason: Item was OK & then failed

Comments: SOUND SYSTEM NO LONGER SWITCHES ON. CHECKED BY RIC  
HARD

F1=Exit F13=Previous

ITEM: 30950 DATE:20/07/14

YAMAHA 5.1 HT CC377B TALL

QUANTITY: 1

07 Jun 2014

Item was OK & then failed

Return to Vendor



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