

**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**

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

branch name

I N S U R A N C E

contact person

B E L I N D A

phone number

0 2 - 8 5 6 6 - 1 9 0 0

replacement order number**model number**

N S P 1 6 0 B

serial number (compulsory)

I I 2 4 5 7 4

yamaha invoice number

2 0 8 6 1 5 7

yamaha invoice or customer purchase date

2 0 / 0 1 / 1 6

claim number

2 5 9 1 1 0

claim date

2 2 / 1 1 / 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

AUTHORISED BY OUR REP : GAVIN and spoken with steven allen 24/11/16- please see him

FAULTY SPEAKERS- NOT WORKING

DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory

please see Steven Allen regarding this claim

- ☐ 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.

BELINDA STRACHAN

n a m e

s i g n a t u r e

22/11/2016

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

\$						
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AUTHORISED BY _____ DATE _____



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GOODS RETURN AUTHORITY TERMS & CONDITIONS

Version 5. 01/04/07

S T O R E S T O C K									
STOCK STATUS					PROCEDURE				
INVOICE DATE - LESS THAN 2 WEEKS					Read the Goods Return Authority (GRA) terms, complete a request form and fax to 1800 331 119. Upon approval, the goods will be replaced with same or current equivalent of the model.				
INVOICE DATE - 2 WEEKS TO 2 MONTHS					Call your Yamaha sales manager to discuss, either; a) Possibility of a faulty stock allowance and have the unit repaired by an Authorised Yamaha Service Centre, or alternatively b) Submit a GRA request form.				
INVOICE DATE - 2 MONTHS TO END OF WARRANTY PERIOD					To be repaired by an authorised Yamaha service centre.				
AFTER WARRANTY PERIOD					Repair for goods is not covered under warranty.				

C U S T O M E R S T O C K									
STOCK STATUS					PROCEDURE				
RECEIPT DATE - LESS THAN 2 MONTHS					Call your Yamaha sales manager to discuss, either; a) possibility of a faulty stock allowance and have the unit repaired by an authorised Yamaha service centre, or alternatively b) submit a GRA request form.				
RECEIPT DATE - 2 MONTHS TO END OF WARRANTY PERIOD					To be repaired by an authorised Yamaha service centre.				
AFTER WARRANTY PERIOD					Repair for goods is not covered under warranty.				

GOODS RETURN AUTHORITY (GRA) TERMS & CONDITIONS

1. Audio Visual Products Two (2) Year Warranty

Yamaha Music Australia Pty Ltd provides a comprehensive two (2) year warranty on all of its Home Audio Visual products. The only exceptions to the two (2) year warranty are the RX-Z9 Audio Visual Receiver (five (5) years) and Projector Lamps (six (6) months). The warranty period for Plasma TV is one (1) year for units purchased on or before August 31st, 2004, and two (2) years for units purchased on or after September 1st, 2004. The two (2) year warranty covers the cost of repair (all parts & labour), but excludes all freight costs. For terms and conditions of the Yamaha AVIT warranty, see the warranty card provided with every AVIT product.

2. Faults developing in customer-owned products less than two (2) calendar months old

Consumer-owned products may be returned to Yamaha for exchange for a replacement unit if they fail within two (2) calendar months after the date-of-purchase as indicated on the customer's receipt and the fault is covered under the terms and conditions of the Yamaha warranty (see the Yamaha AVIT warranty card for details). The GRA request form must include the serial number of the unit, a description of the fault and a copy of the customer's purchase receipt. Credits for returned goods will be approved after the fault is verified by Yamaha Music Australia's appointed centre for returned goods.

3. Faults developing in customer-owned products more than two (2) calendar months old

Customer's products which develop a fault after two (2) calendar months from the date of purchase may be eligible for repair under the terms of our two (2) year repair warranty. Dealers must seek prior permission from Yamaha before exchanging customer's faulty unit for a brand new unit after two (2) calendar months from the customer's purchase date. Goods exchanged without Yamaha's permission cannot be returned to Yamaha for credit.

4. Faults developing in all superseded products

Superseded models may be repaired under the two (2) year repair warranty (subject to the customers purchase receipt date verification). Products superseded for more than two (2) calendar months (after launch of replacement model according to Yamaha Music Australia) will not meet GRA criteria. However, it can be repaired under the terms of our warranty.

5. Faults developing in all products after two (2) previous services

If a product develops a fault during the warranty period and has already been repaired twice previously, the product may be returned to Yamaha for exchange to a new unit if the following three (3) criteria have been met: 1) All faults were covered by the terms of the Yamaha warranty ('no fault found' or 'user error', etc, does not count towards the service repair history of a product). 2) The service history of the unit reveals it has been found faulty twice previously by an authorised Yamaha service centre. 3) The full service history of the product must be supplied with the Goods Return Request.

6. Shop demonstration stock faulting within and including two (2) weeks after invoice date

Shop demonstration stock which fails within two (2) weeks of the invoice date from Yamaha to the store is considered dead on arrival (DOA) and can be returned for a new unit. The claim must be faxed to the Yamaha head office within two (2) weeks from the invoice date. Claims after two (2) weeks from Yamaha invoice date to the store will not be accepted.

7. Shop-demonstration stock faulting more than two (2) calendar months old

If a display product unit fails outside two (2) calendar months from the invoice date from Yamaha to the dealer, it may be repaired under the terms of our repair warranty.

8. Shop-demonstration stock faulting more than two (2) years after invoice date

Display stock failing after two (2) years from invoice date is to be repaired at the dealer's cost.

9. No fault found

Any products returned with 'no fault found' will be credited at their original invoice price to the dealer, less a minimum 25% restocking fee.

10. Missing parts

Any products missing parts and/or accessories will be credited at their original invoice price to the dealer, less an administration cost of \$15 (inc GST) plus the cost to replace the missing parts and/or accessories.

11. Inappropriate/insufficient packaging, or non-resalable condition

Any products packed inappropriately, with insufficient packaging, or returned in a non-resalable condition will either a) not be accepted for return and subsequent return freight costs will be charged to the dealer; or b) will be credited at their original invoice price to the dealer, less

Page 3 of 3 a minimum 25% damaged goods fee or the cost to repair the item, at trade price; whichever is greater.