

GOODS RETURN AUTHORITY REQUEST FORM

Version 5.01/04/07

Yamaha Music Australia Pty. Ltd.
ABN 84 004 259 527
Level 1, 99 Queensbridge Street
Southbank, Victoria 3006



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

model number

serial number (compulsory)

yamaha invoice number

yamaha invoice or customer purchase date

claim number

claim date

store name

branch name

contact person

phone number

replacement order number

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

☐ 2. FAULTY - Display model

☐ 3. FAULTY - Customer purchase

☐ 4. FAULTY - 3rd time (two verified services by Authorised Yamaha Service Agent)

DESCRIBE NATURE OF FAULT - compulsory

DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory

☐ 5. YAMAHA SALES MANAGER NOMINATES RETURN

reason and signature required

Date: 6.05.17

FAULT (if insufficient space above, please complete below)

[illegible]

Product to be returned:

ORDERED INCORRECTLY ☐ OTHER (State reason):

☒ FAULTY/DOA ☐ SUPPLIED INCORRECTLY ☐ DOUBLE DELIVERY

REASON FOR RETURN

1. Dealer Name:	COSTCO WHOLESALE AUSTRALIA PTY LTD	2. Contact Name:	AMY
3. Contact Number:	(02) 8778 7323	4. Fax Number:	XXXXXXXXXXXXXXX
5. E-mail:	W05105-re:turntovendor@costco.com.au	6. Claim Number:	22801
7. Pickup Address:	20 Parker Farm Place	8. Suburb:	CROSSROADS, CASULA
9. State:	NSW	10. Zip code:	2170

Details:

RETURN MATERIAL AUTHORITY REQUEST FORM (RMA)



Return Authority No:

Whse:	105	Crossroads Warehouse
Refund No:	145972	
Date logged:	17-04-21	
Time logged:	20:33:30	
Logged by:	Michele FONT - 105 Membership	
Audited:	YES	
Audit Date:	17-04-21	
Purchase Date:	14-06-13	
Member #:	80015755400	
Item #:	26295	
Dept #:	24	
Qty:	1	
Refund Price:	249.96	
Actual Sell:	249.96	
Receipt Shown:	NOS	
Entered by user:		
Date Entered:	00-00-00	
Action:	Hold for further instructions	
Reason:	Item was OK & then failed	
Comments:	hdmi port not working properly. appr gracile	

F1=Exit F13=Previous