

On 15 Sep 2016, at 9:51 AM, Russell Wykes <russell.wykes@music.yamaha.com> wrote:

Hey mate,

We have an ongoing very painful service issue with a customer in Busselton.
Multiple repairs and delays as well as logistics nightmares.

We have made the call to exchange the unit, but I need your help.

Luckily its WCHF Osborne Parks customer – so need your help to sort this out.

Lydia will advise details, but I need you to collect a RXA760 from WCHF Osborne Park and exchange and install for a retired couple in Busselton...when you are there with Boyd (Bunbury).
Then GRA the RXA720 through store.

Could you please liaise with Lydia and then work out a date / time you can get this sorted for us?
Thanks mate – just one of those awful ones where we need the customer to love us again!!

Kind Regards

Russell Wykes | Marketing & Business Development Manager | Audio Visual Division