

Adin Parrock

From: Boyd Gill
Sent: Monday, 25 May 2015 11:17 AM
To: Adin Parrock
Cc: Adam Fitzgerald; Samuel McLeod; Bartholomew Spencer
Subject: Subwoofer Return for Adin

Hey Mate,

My proposed solution would be as follows.

The store puts through an RA for the YSTRSW300B, the sales desk processes the RA using the price of \$408.55. This would mean the store gets their money back on the NSSW200BG they purchased and it should balance out.

If they put through an RA via the normal portal then pickup should automatically be arranged to take it back to Excel.

Does this seem ok to you?

Boyd Gill | Sales and Marketing Coordinator | Audio Visual Division



www.yamaha.com

YAMAHA MUSIC AUSTRALIA
Level 1, 99 Queensbridge Street
Southbank VIC 3006 Australia



P: +61 3 9693 5177
F: +61 3 9690 8579
E: boyd.gill@music.yamaha.com

Please note my new email address: boyd.gill@music.yamaha.com

Please excuse your words sounding

From: Adin Parrock
Sent: Monday, 25 May 2015 10:44 AM
To: Boyd Gill
Subject: Before you leave
Importance: High

Hey Boyd,

Before you go can you please help me with this or pass on to the appropriate person.

Subwoofer drama at GG Hervey Bay

Inv. 2000241

08/09/14

YSP5100BTBW – ships with a YSTRSW300 subwoofer

Our website listed a different subwoofer for the dimension specs...so when the customer took the unit to install in their custom made cabinet it didn't fit.

The solution was for the store to order a NSSW200BG which would fit.

Inv. 2028510

Cost \$408.55