

DERNI PTY LTD A.C.N. 002 263 872 / A.B.N. 41 002 263 872  
For Devonport Superstore Pty Ltd A.C.N. 144 603 949 / A.B.N. 63 424 823 832  
trading as

Harvey Norman AV/IT Superstore Devonport  
AV/IT Devonport  
2 FRIEND STREET Devonport Tas 7310  
Phone: 03 64207600 Fax: 03 6420 7697

TAX INVOICE

CREDIT CLAIM 2765940  
YAMAHA MUSIC AUSTRALIA PTY LTD  
PO BOX 268  
SOUTH MELBOURNE 3205  
Phone : 1300661977  
Fax : 1800331119

SUPPLIER'S COPY

19/05/15 14:05:06 175  
Contact : 20 Jo Knowles  
Supplier # : 510708  
Franchisee #: 17560  
Fran : 060

Invoice #: 2036148 Invoice Date: 01/05/15  
Freight \$ : 3.43

Dear Sir/ms,

We claim a credit to our account in respect to the matter detailed below.

PLEASE NOTE THAT YOU HAVE UNTIL 18/07/15 TO REJECT THIS CLAIM,  
OTHERWISE IT WILL BE CONSIDERED FINALISED IN OUR FAVOUR.

Reason for our claim: CLAIM-RETURN FOR CR R.A. No:

Product Code	Description of Goods	Qty	Price
RXV377B	YAMAHA 5.1 CHANNEL AV RECEIVER no power at all swapped to fix a pack S/N - T2438940Q	1.00	343.07

A.B.N. No : 41 002 263 872	G.S.T. \$:	34.31
	TOTAL CLAIM \$:	377.38

Raised by: \_\_\_\_\_ Authorised by: \_\_\_\_\_

PACKED		CHECKED	
Quantity	By	Quantity	By
Carrier		Con Note No	Drivers Signature
Company			
Drivers	Veh	Date	
Name	reg		

E&OE.  
V2015.03

**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

D E V O N P O R T

contact person

J O K N O W L E S

phone number

0 3 - 6 4 2 0 - 7 6 4 2

replacement order number

model number

R X V 3 7 7 B

serial number (compulsory)

T 2 4 3 8 9 4 0 Q

yamaha invoice number

2 0 3 6 1 4 8

yamaha invoice or customer purchase date

1 9 / 0 5 / 1 5

claim number

2 7 6 5 9 4 0

claim date

1 9 / 0 5 / 1 5

**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**

No Power

**DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory**

Plugged in

☐ 5. YAMAHA SALES MANAGER NOMINATES RETURN

reason and signature required

**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

**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.

Jo Knowles

n a m e

Jo Knowles

s i g n a t u r e

19/05/15

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.


GRA NO.

CLAIM REDUCTION

\$

DETAILS CHECKED BY \_\_\_\_\_ DATE \_\_\_\_\_

ENTERED BY \_\_\_\_\_ DATE \_\_\_\_\_

AUTHORISED BY \_\_\_\_\_ DATE \_\_\_\_\_



Devonport Superstore Pty Ltd A.C.N. 144 603 949 / A.B.N. 63 424 823 832  
as Trustee of the Devonport Superstore No 2 Trust  
trading as

**Harvey Norman AV/IT Superstore Devonport**

AV/IT Devonport

2 FRIEND STREET Devonport Tas 7310

Phone: 03 64207600 Fax: 03 6420 7697

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**TAX INVOICE**

**INVOICE REPRINT 886032 14/05/15 14:03:27 175 2765759**

VICKI VERRILL

Assist: 20 Leigh Richardson

PO BOX 125 ST

Cust #: 64912786

RAILTON

SType : CASH SALE

TAS 7305

Oper : 20 Jo Knowles

Product	Qty	Price	Total
HN377B	1.00	997.00	997.00
YAMAHA 5.1 H/THEATRE PACK			
* TAKEN * on 15/05/15			
EXCLUDEPRODCARE	1.00	0.00	0.00
EXCLUDING PRODUCT CARE			
HN377B YAMAHA 5.1 H/THEAT			
* TAKEN * on 15/05/15			
HN129943	1.00	33.00	33.00
HN 300HDX-3M			
* TAKEN * on 14/05/15			
RXV377B	1.00	448.00	448.00
YAMAHA 5.1 CHANNEL AV RECEIVE			
* TAKEN * on 19/05/15			
EXCLUDEPRODCARE	1.00	0.00	0.00
EXCLUDING PRODUCT CARE			
RXV377B YAMAHA 5.1 CHANNE			
* TAKEN * on 19/05/15			
RXV377B	-1.00	448.00	-448.00
YAMAHA 5.1 CHANNEL AV RECEIVE			
* TAKEN * on 19/05/15			
EXCLUDEPRODCARE	-1.00	0.00	0.00
EXCLUDING PRODUCT CARE			
RXV377B YAMAHA 5.1 CHANNE			
* TAKEN * on 19/05/15			

Please ensure items fit through your doors and in your home.  
Cancellations MAY incur a 20% cancellation fee.  
Please be at home on arranged delivery day to avoid  
further delivery charges being applied.

Invoice Notes:

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product care declined 24 mth manufacture  
warranty apply

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ex floor stock  
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