

**YAMAHA**

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

HOME ENTERTAINMENT SPECIALISTS

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.

STEP 1

store name

HARVEY NORMAN

branch name

BUSSELTON

contact person

JO - CAGY

phone number

08 - 9781 - 0728

replacement order number

model number

ISX80PUR

serial number (compulsory)

Y138625X2

yamaha invoice number

2079098

yamaha invoice or customer purchase date

02 / 05 / 17

claim number

2312485

claim date

09 / 05 / 17

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

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

will not connect to bluetooth.

DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory

☐ 5. YAMAHA SALES MANAGER NOMINATES RETURN

reason and signature required

1800 331 119

DERNI PTY LTD A.C.N. 002 263 872 / A.B.N. 41 002 263 872
For BUSSELTON AV/IT STORE PTY LTD A.C.N. 615 792 973 / A.B.N. 25 903 969 873
trading as

Harvey Norman AV/IT Superstore Busselton
24-26 Bussell Highway
BUSSELTON WA 6280
Phone: 08 9781 0700 Fax: 08 9781 0798

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TAX INVOICE

CREDIT CLAIM 2312485
YAMAHA MUSIC AUSTRALIA PTY LTD
PO BOX 268
SOUTH MELBOURNE 3205
Phone : 1300661977
Fax : 1800331119

STORE COPY

09/05/17 10:56:26 122
Contact : 85 CBradbury
Supplier # : 510708
Franchisee #: 12260
Fran : 060

Invoice #: 2079098 Invoice Date: 14/12/15
Freight \$: 9.53

Dear Sir/ms,

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

PLEASE NOTE THAT YOU HAVE UNTIL 08/07/17 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
ISX80PUR	YAMAHA BLUETOOTH SPKR SYSTEM will not connect to blookthooth serial # Y138625xz	1.00	379.59

A.B.N. No : 41 002 263 872

G.S.T. \$: 37.95
TOTAL CLAIM \$: 417.54

Raised by: _____ Authorised by: _____

Adjustment to Stock Done ? : _____

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

E&OE.
V2017.1

BUSSAVIT PTY LTD A.C.N. 165 529 911 / A.B.N. 49 805 462 463
as Trustee of the BUSSAVIT NO 2 TRUST
trading as

Harvey Norman AV/IT Superstore Busselton

24-26 Bussell Highway

BUSSELTON WA 6280

Phone: 08 9781 0700

Fax: 08 97581 0728

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TAX INVOICE

INVOICE REPRINT

398367

02/05/17 10:12:04 122 325449

Assist: 12 MARK

Cust #: [REDACTED]

Stype : CASH SALE

Oper : 85 KARYN.B

[REDACTED]
WA 6280

Product	Qty	Price		Total
ISX80PUR YAMAHA BLUETOOTH SPKR SYSTEM * TAKEN * on 02/05/17	1.00	540.00	0.00	540.00
EXCLUDEPRODCARE EXCLUDING PRODUCT CARE ISX80PUR * TAKEN * on 02/05/17	1.00	0.00		0.00
ISX80PUR YAMAHA BLUETOOTH SPKR SYSTEM * TAKEN * on 07/05/17	1.00	540.00		-540.00

Dear Customer - with regard to HOME DELIVERIES:

* Please ensure bulky goods will fit through your doorway

* Please be at home on day of delivery to avoid further fees

Invoice Notes:

will not connect to bluetooth

Pickup/Delivery Address:

[REDACTED]
12 SPARROW COURT
BUSSELTON WA 6280
WA 6280

Total	540.00
G.S.T. Content	49.09
INV PENDING	0.00
INV DEPOSIT	540.00
BALANCE OWING	0.00

THANK YOU. PLEASE CALL AGAIN.

Customer Signature: _____ No of Pieces: _____

For consumer enquiries please contact
1300 GO HARVEY (1300 464 278) or the
store phone number listed on this invoice.

E&OE.