



HOME ENTERTAINMENT SPECIALIST

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

**GOODS RETURN AUTHORITY
REQUEST FORM**

Version 5.1/04/07

PLEASE READ BEFORE COMMENCING

TO COMPLY WITH OUR GOODS RETURN AUTHORITY (GRA) REQUEST POLICY PLEASE COMPLETE BOTH PAGES. ENSURING YOU HAVE READ AND UNDERSTOOD 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 AVA Distribution	Model Number RX-V379B
Branch Name Notting Hill	Serial Number (Compulsory) 21T970235VX
Contact Person Nicole Freijah	Yamaha Invoice Number 2067448
Phone Number 03 8540 0100	Yamaha Invoice or Customer Purchase Date 04/11/2015
Replacement order Number Not required.	Claim number RA00199
	Claim Date 02/12/2015

STEP 2

REASON FOR RETURN REQUEST - (please tick one, provide full details and discuss with your Yamaha Sales manager)

- | | | |
|-------------------------------------|---|-------------------|
| <input type="checkbox"/> | 1. DAMAGE IN TRANSIT/ DEAD ON ARRIVAL | Under 2 Weeks old |
| <input type="checkbox"/> | 2. FAULTY - Display model | Under 2 Weeks old |
| <input checked="" type="checkbox"/> | 3. FAULTY - Customer purchase | Under 2 Weeks old |
| <input type="checkbox"/> | 4. FAULTY - 3rd time (two verified services by Authorised Yamaha Service Agent) | Within Wty period |

DESCRIBE NATURE OF FAULT - compulsory

The RX does not pass through DVD standard definition signal through to TV.
When bypassing the RX and go direct from Bluray player to TV everything works fine.
Customer spoken with Yamaha and did trouble shooting they suggested it has a fault as you can hear sound but, no video picture is seen. The RX-V379B was replaced to the customer from

DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory

Unit Tested and fault was verified.

- | | | |
|--------------------------|--|-------------------------------|
| <input type="checkbox"/> | 5. YAMAHA SALES MANAGER NOMINATED RETURN | reason and signature required |
|--------------------------|--|-------------------------------|

Please continue to page 2 and return both pages vic fax...

STEP 3
TICK THE BOXES TO INDICATE THE FOLLOWING IS INCLUDED
ACCESSORIES (where applicable)

- | | |
|---|--------------------------------|
| ✓ | Instruction manual |
| ✓ | Remote Controls (s) |
| ✓ | Cables and interconnects |
| ✓ | AM & FM Antennae |
| ✓ | YPAO or Intellibeam microphone |

replacement costs (inc GST)

\$15.00

\$27.50

\$5.50

\$5.50

\$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 |

STEP 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.

Nicole Freijah	<u>Nicole Freijah</u>
name	signature

<u>2/12/2015</u>
date

STEP 5
FAX BOTH PAGES TO - 1800 331 119
YAMAHA INTERNAL USE ONLY

NEW ORDER NO.

☐ ☐ ☐ ☐ ☐ ☐

DETAILS CHECKED BY

DATE

GRA NO.

☐ ☐ ☐ ☐ ☐ ☐

DETAILS CHECKED BY

DATE

CLAIM REDUCTION

☐ ☐ ☐ ☐ ☐ ☐

DETAILS CHECKED BY

DATE