

**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

HARVEY NORMAN

branch name

MERVEY BAY

contact person

MEQS

phone number

07 - 4120 - 1160

replacement order number

model number

NSP160

serial number (compulsory)

I103284

yamaha invoice number

1990530

yamaha invoice or customer purchase date

17/07/14

claim number

2326205

claim date

26/07/14

**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

1 x bookshelf speaker not working.

DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory

Tested instore same as above.

☐ 5. YAMAHA SALES MANAGER NOMINATES RETURN

reason and signature required

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**S T E P 3****TICK THE BOXES TO INDICATE THE FOLLOWING IS INCLUDED****ACCESSORIES (where applicable)**

- ☐ Instruction Manual
- ☐ Remote control(s)
- ☐ Cables and interconnects
- ☐ AM and FM antennae
- ☐ YPAO or Intellibeam microphone

☒ All -**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

**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.

Megs

name

[Signature]

signature

28/7/14

date

**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 \_\_\_\_\_

DERNI PTY LTD A.C.N. 002 263 872 / A.B.N. 41 002 263 872  
For Tehabay Pty Ltd A.C.N. 152 310 248 / A.B.N. 57 552 032 804  
trading as

Harvey Norman AV/IT Superstore Hervey Bay  
33-45 MARYBOROUGH HERVEY BAY R  
ELI WATERS, HERVEY BAY QLD 4655  
Phone: 0741201100 Fax: 0741201162

TAX INVOICE

CREDIT CLAIM 2326205  
YAMAHA MUSIC AUSTRALIA PTY LTD  
PO BOX 268  
SOUTH MELBOURNE 3205  
Phone : 1300661977  
Fax : 1800331119

STORE COPY

26/07/14 11:06:10 160  
Contact : 33 JAMES BLUM  
Supplier # : 510708  
Franchisee # : 16060  
Fran : 060

Invoice #: 1990530

Invoice Date: 08/07/14

Dear Sir/ms,

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

PLEASE NOTE THAT YOU HAVE UNTIL 24/09/14 TO REJECT THIS CLAIM,  
OTHERWISE IT WILL BE CONSIDERED FINALISED IN OUR FAVOUR.

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

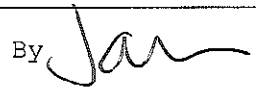
Product Code	Description of Goods	Qty	Price
NSP160B	YAMAHA CENTRE & REAR 1 BOOKSHELF SPEAKER DOES NOT WORK	1.00	354.00

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

G.S.T. \$: 35.40  
TOTAL CLAIM \$: 389.40

Raised by:  Authorised by: JAMES BLUM

Adjustment to Stock Done ? : \_\_\_\_\_

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

E&OE.  
V2014.04

Tehabay Pty Ltd A.C.N 152-310-248 / A.B.N 57-552-032-804

trading as

**Harvey Norman AV/IT Superstore Hervey Bay**

33-45 Maryborough Hervey Bay Rd Hervey Bay, QLD 4655

Phone : 07 41201100 Fax : 07 41201140

=====

**TAX INVOICE**

INVOICE REPRINT 715408

17/07/2014

SARAH LIVINGSTON

Assist: MEGS

Cust #: [REDACTED]

Stype : CASH ON DELIVERY

Product Qty Price Total

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NSP160B 1 [REDACTED] [REDACTED]

YAMAHA CENTRE & REAR

\* TAKEN \* on 17/07/14

NSP160B -1 [REDACTED] [REDACTED]

YAMAHA CENTRE & REAR

\* RETURNED \* on 23/07/14

\*\*\*\*\*

1 X BOOKSHELF SPEAKER NOT WORKING

\*\*\*\*\*

GST Content [REDACTED]

Total: [REDACTED]