

DERNI PTY LTD A.C.N. 002 263 872 / A.B.N. 41 002 263 872  
For Dubbo Superstore PTY LTD A.C.N. 144 591 328 / A.B.N. 46 967 168 571  
trading as

**HARVEY NORMAN AV/IT Superstore Dubbo**

223 Cobra Street

DUBBO.NSW 2830

Phone: 02 6826 8800

Fax: 02 6826 8899

**TAX INVOICE**

**CREDIT CLAIM** 2341572

YAMAHA MUSIC AUSTRALIA PTY LTD

PO BOX 268

SOUTH MELBOURNE 3205

Phone : 1300661977

Fax : 1800331119

**SUPPLIER'S COPY**

12/01/16 16:31:58 34

Contact : 21 SONYA - 6029

Supplier # : 510708

Franchisee #: 3460

Fran : 060

Invoice #: 1958164

Invoice Date: 19/11/13

Dear Sir/ms,

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

PLEASE NOTE THAT YOU HAVE UNTIL 12/03/16 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
MCRB142BLK	YAMAHA CD MICRO SYSTEM BLK cd not working. rang Yamaha they said to exchnage over as no service agent available batch:+241332527 sn: 450383V4, 4293105, 4293106	1.00	317.55

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

G.S.T. \$: 31.76  
TOTAL CLAIM \$: 349.31

Raised by:

Authorised by:

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

E&OE.  
12/01/15.09

Dubbo Superstore PTY LTD A.C.N. 144 591 328 / A.B.N. 46 967 168 571  
as Trustee of the Dubbo Superstore NO2 Trust  
trading as

**HARVEY NORMAN AV/IT Superstore Dubbo**

223 Cobra Street

DUBBO NSW 2830

Phone: 02 6826 8800 Fax: 02 6826 8899

**TAX INVOICE**

INVOICE REPRINT 805158 17/09/14 16:37:27 34 2334124  
MR COLIN WARNER Assist: 21 DEAN H-6050  
16 NEPEAN PL Cust #: 68827720  
DUBBO STYPE : CASH SALE  
NSW 2830 Oper : 21 Sonya - 6029

Product	Qty	Price	Total
MCRB142BLK YAMAHA CD MICRO SYSTEM BLK * TAKEN * on 17/09/14	1.00	400.00	400.00
EXCLUDEPRODCARE EXCLUDING PRODUCT CARE MCRB142BLK YAMAHA CD MICR * TAKEN * on 17/09/14	1.00	0.00	0.00
BDF5100 SAMSUNG 2D B/RAY PLAYER * TAKEN * on 17/09/14	1.00	87.00	87.00
HN129942 HN 300HDX-2M * TAKEN * on 17/09/14	1.00	39.00	39.00
MCRB142BLK YAMAHA CD MICRO SYSTEM BLK * TAKEN * on 23/12/15	-1.00	400.00	-400.00
MCRB142DGY YAMAHA CD MICRO SYSTEM GRY Including 36 Months Product Care Replace Product Care Number: PC-0103400229004 Total: MCRB142DGY Including Product Care * TAKEN * on 31/12/15	1.00		440.00

CUSTOMER RESPONSIBILITIES \* 20% cancellation fee will apply  
to all special orders \* To be home on delivery date as times  
cannot be specified \* To ensure that there is sufficient  
access and that the goods purchased will fit where they are  
intended for \* Redelivery charges apply \*

**Invoice Notes:**

cd player not working  
spoke to yamaha they said  
to swap it as no service  
agent available  
Pickup/Delivery Address:  
MR COLIN WARNER

00P

00P

Replacement

16 NEPEAN PL  
DUBBO  
NSW 2830

Total	566.00
G.S.T. Content	51.46
INV PENDING	0.00
INV DEPOSIT	566.00
BALANCE OWING	0.00

THANK YOU PLEASE CALL AGAIN

Customer Signature: \_\_\_\_\_ No of Pieces: \_\_\_\_\_

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For consumer enquiries please contact  
1300 GO HARVEY (1300 464 278) or the  
store phone number listed on this invoice.  
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E&OE.  
V2015.09



**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

HARVEYNORMAN

branch name

DUBBO

contact person

SONYA

phone number

02 - 6826 - 8852

replacement order number

model number

MCRB142BLK

serial number (compulsory)

4503183VX

yamaha invoice number

1958164

yamaha invoice or customer purchase date

17/09/14

claim number

2341572

claim date

12/01/16

**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**

CD player not working  
Rang Yamaha they said to swap as no service  
agent available.

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

plugged into power, put cd into unit tried to  
play But wouldn't play.

☐ 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.

*Sony*

name

signature

12/1/16

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.

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

GRA NO.

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

CLAIM REDUCTION

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