



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.

STEP 1

store name

HARVEY NORMAN

branch name

COBURG

contact person

MADELENE

phone number

03 - 4240 - 2500

replacement order number

model number

PDXB11BLU

serial number (compulsory)

T1980730Q

yamaha invoice number

1926335

yamaha invoice or customer purchase date

20 / 01 / 15

claim number

426147

claim date

06 / 02 / 15

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

bluetooth wont connect

DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory

bluetooth wont connect

☐ 5. YAMAHA SALES MANAGER NOMINATES RETURN

reason and signature required

DERNI PTY LTD A.C.N. 002 263 872 / A.B.N. 53 646 674 978
For Storeburg Pty Ltd A.C.N. 147 627 978 / A.B.N. 53 646 674 978
trading as

Harvey Norman Coburg

Shop 8, 64-74 Gaffney Street

Coburg Vic 3058

Phone: 03 9240 2500 Fax: 03 9240 2596

TAX INVOICE

CREDIT CLAIM 426147

YAMAHA MUSIC AUSTRALIA PTY LTD

PO BOX 268

SOUTH MELBOURNE 3205

Phone : 1300661977

Fax : 1800331119

RE-PRINT

06/02/15 17:31:07 253

Contact : 26 EMRyan

Supplier # : 510708

Franchisee #: 25360

Fran : 060

Invoice #: 1926335

Invoice Date: 20/05/13

Rebate \$: 1.22

Freight \$: 0.68

Dear Sir/ms,

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

PLEASE NOTE THAT YOU HAVE UNTIL 07/04/15 TO REJECT THIS CLAIM,
OTHERWISE IT WILL BE CONSIDERED FINALISED IN OUR FAVOUR.

Reason for our claim: CLAIM-RETURNED GOODS R.A. No:

Product Code	Description of Goods	Qty	Price
PDXB11BLU	YAMAHA BLUETOOTH SPEAKER BLU fault: bluetooth wont connect SN: T1980730Q	1.00	101.59

A.B.N. No : 53 646 674 978

G.S.T. \$: 10.16

TOTAL CLAIM \$: 111.75

Raised by: _____ Authorised by: T.KONIDARIS

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

E&OE.
V2014.10

TAPE CONTENTS

20/01/2015 15:09:58 C 253 420039

You were served by: ASIMONE

Cash

YAMAHA BLUETOOTH SPEAKER 115.00
PDXB11BLU 1 @ 115.00
Supplier Code: 510708
Batch Number: 004133241
DISCOUNT -34.00
Mf. Warranty of 24 Months

PANASONIC SGL ANS DECT CL 58.00
KXTG6821ALB 1 @ 58.00
Supplier Code: 504930
Batch Number: 008133231
ONLINE PRICE -1.95
Mf. Warranty of 12 Months

TOTAL 173.00
GST Content 15.72

E.F.T.Pos 173.00
NO: 535316xxxxxx3299-/-

* * * End of Report * * *