

DERNI PTY LTD A.C.N. 002 263 872 / A.B.N. 41 002 263 872  
For NORSTORE PTY LTD A.C.N. 162 703 362 / A.B.N. 31 601 223 021  
trading as

Harvey Norman AV/IT Superstore O'Connor  
133 Garling Street O'Connor WA 6163  
Phone: (08) 9337 0888 Fax: 08 9337 0899

**TAX INVOICE**

**CREDIT CLAIM** 4075262  
SAMSUNG ELECTRONICS AUSTRALIA  
PO BOX 63  
CONCORD WEST 2138  
Phone : 0297639700  
Fax : 1300369650

**SUPPLIER'S COPY**

07/01/14 12:51:49 97  
Contact : 28 SHODGETTS  
Supplier # : 505676  
Franchisee #: 9760  
Fran : 060

Invoice #: 8201051049 Invoice Date: 27/11/13  
Rebate \$ : 310.64

Dear Sir/ms,

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

PLEASE NOTE THAT YOU HAVE UNTIL 08/03/14 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: RETURN FOR CREDIT - FAULTY

Product Code	Description of Goods	Qty	Price
UA60F6400AM	SAMSUNG 60 FHD 3D SMART LED batch +51140051 inv. 8201051049 s/n 07U13MMDB00509BV fault- cracked screen TV24 dop 05/01/14 dor 05/01/14	1.00	1516.65

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

G.S.T. \$: 151.67  
TOTAL CLAIM \$: 1668.32

Raised by: \_\_\_\_\_ Authorised by: MARK CONNORS

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

E&OE.  
V2013.04

SUBMITTED VIA DAMAGE INSPECTION APP  
8/11/14 2:47pm GILL ALLEN

**SAMSUNG****FAX ☎ 1300 885 509 FOR RETURN AUTHORITY**

Samsung Electronics Australia Pty Ltd  
7 Parkview Drive  
Homebush Bay NSW 2127

Fax: 1300 885 509  
Ph: 1300 369 600 (Ext 3)  
Email: [faulty.rets@samsung.com](mailto:faulty.rets@samsung.com)

Terms:  
DOP – Date of Purchase  
POP – Proof of Purchase

**RETAILER DETAILS – PLEASE PRINT CLEARLY**

Store Name	Harvey Norman OConnor		Claim Number	4075262
Store Address	133 Garling St OConnor WA 6163			
Store Contact	sam		Request Date	07 / 01 / 14
Phone #	0893370864	Fax #	0893370865	Email # <a href="mailto:shelley.macdonald@au.harveynorman.com">shelley.macdonald@au.harveynorman.com</a>
Important ☎	Please provide a FAX and Email, so SEAU can contact you back with RA / Rejection ASAP			
Pick up Address	Dispatch 133 Garling ST OConnor WA			Post Code 6163

**RETURN ITEMS – PLEASE PRINT CLEARLY**

Model Number	Serial Number	SEAU Inv #	Amount	Customer DOP	Cust. Return Date
UA60F6400AM	07U13MMDB00509BV	8201051049	X1 \$1668.32	05/01/14	05/01/14

**REASON FOR RETURN AFTER ACCEPTANCE – Days are Calender Days**

<b>Commercial Return</b>	Transport Damage <input type="checkbox"/>	Claim within 7 Days of SEAU Delivery Date <input type="checkbox"/>
	Concealed Damage <input type="checkbox"/>	1. End User POP (Within 14 Days) Attached <input type="checkbox"/> 2. Exchange Document Attached <input type="checkbox"/>
<b>Technical Return</b>	Early Life Failure (ELF) <input checked="" type="checkbox"/>	1. End User POP (Within 15 Days) Attached <input checked="" type="checkbox"/> 2. Exchange Document Attached <input type="checkbox"/>
	Unable to Repair <input type="checkbox"/>	1. Service Report Attached <input type="checkbox"/> 2. Exchange Document Attached <input type="checkbox"/>
	Service Swap Over <input type="checkbox"/>	1. Service Authorisation Attached <input type="checkbox"/>
	Faulty Floor Stock <input type="checkbox"/>	Claim within 3 months of SEAU invoice date <input type="checkbox"/>
<b>Reason for Return / Fault Described</b>	CRACKED SCREEN. TV24. INSPECTION NO. 4166464127	

**Important**

SEAU will FAX/Email back below information once completed. **Give RA to your pickup staff.**  
\*\* Items Must be Ready for Pickup on booked days, as futes will be charged\*\*

**SEAU OFFICE USE ONLY****SEAU RETURN AUTHORITY APPROVAL**YES ☐ NO ☐

If Approved

**RA NUMBER :**

If Rejected

**REASON :**



## Asung Customer Service Plaza WA

**Phone: (08) 6258-0000**

Fax: (08) 6258-0099

Unit 3/7 Mordaunt Circuit

Canning Vale, WA. 6155. Australia

admin@cspwa.com.au

www.samsung.com.au

Charge To

SAMSUNG

Serviced For

AU01 Attn: Samuel, Harvey  
Norman  
133 Garling Street  
O&#39;CONNOR, WA. 6163  
(08) 9337-0864

<b>Claim/Job N°</b>	138669
<b>Order N°</b>	
<b>Brand</b>	Samsung
<b>Product</b>	
<b>Model N°</b>	UA60F6400AMXRD
<b>Serial N°</b>	07U13MMDA00546A
<b>Date Booked For</b>	07/01/2014 (Anytime)
<b>Completed</b>	
<b>Date Converted</b>	
<b>Contact N°</b>	
<b>Reference N°</b>	4166464127
<b>Account N°</b>	0003345539

## WARRANTY DETAILS

Purchase Date	05/01/2014	Purchased From
Receipt N°		
Warranty Code		
Authorisation		

## SERVICE DETAILS

RIP - Retailer Inspection, confirm mod/ser, only rejected repair with warranty defect gets sticker.

## CONDITION REPORT

Danglhorn Stich  
TV 24 ad

**REPORTED FAULT**

ne seen going through the  
screen Special instructions:  
n/a \*Retailer request for  
inspection, booked product for  
inspection  
RIP - Retailer Inspection,  
confirm mod/ser, only rejected  
repair with warranty defect  
gets sticker.

Payment Type	
Repair Code	

## PARTS

[illegible]

## ACCEPTANCE &amp; OFFICE USE

Accepted By	Special Instructions SC CONF 07/01 RIP HN O'CONNOR. RN 06/01
Signature _____ Date _____	
Repaired By	
Signature _____ Date _____	

## CHARGE DETAILS

Labour Charge	\$	:
Parts Charge	\$	:
Service Call	\$	:
Sub TOTAL	\$	:
TAX	\$	:
PAID TO DATE	\$	:
<b>TOTAL DUE</b>		

GOODS REMAIN THE PROPERTY OF SAMSUNG CUSTOMER SERVICE PLAZA UNTIL PAID IN FULL.

THE PROPERTY OF SAMSUNG CUSTOMER SERVICE DEPT. OF  
PARTS WILL NOT BE ACCEPTED FOR CREDIT AFTER 14 DAYS.

20% RESTOCK FEE WILL APPLY FOR NORMAL STOCKED ITEMS ONLY -

ELECTRICAL PARTS WILL NOT BE REFUNDED

ANZ BSB: 016-318 ACC No: 2497-69288 - Email Remittance to [accounts@cspwa.com.au](mailto:accounts@cspwa.com.au)

