

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 4448937**

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

**SUPPLIER'S COPY**

27/01/15 13:44:42 97

Contact : 28 JEANETTE DIFABIO  
Supplier # : 510708  
Franchisee #: 9760  
Fran : 060

Invoice #: 2012832

Invoice Date: 25/11/14

Dear Sir/ms,

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

PLEASE NOTE THAT YOU HAVE UNTIL 28/03/15 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
PDXB11BLK	YAMAHA BLUETOOTH SPEAKER inv 2012832 batch +5115012 fault wont pair by bluetooth s/no T105092XZ	1.00	101.59

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

G.S.T. \$: 10.15  
TOTAL CLAIM \$: 111.74

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

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

E&OE.  
v2014.10

TAPE CONTENTS

10/01/2015 14:22:15 K 97 4434625

You were served by: MARK

Cash

YAMAHA BLUETOOTH SPEAKER 119.00

PDXB11BLK 1 @ 119.00

Supplier Code: 510708

Batch Number: 91433724

DISCOUNT

Mf. Warranty of 24 Months

TOTAL 119.00

GST Content 10.82

Cash 119.00

NO: VISA-/-

\* \* \* End of Report \* \* \*

TAPE CONTENTS

12/01/2015 11:27:55 BT 97 4434703

You were served by: MARK

Cash 9009R

CASH SALE

YAMAHA BLUETOOTH SPEAKER -119.00  
PDXB11BLK -1 @ 119.00  
Supplier Code: 510708  
Batch Number: 91433724  
Mf. Warranty of 24 Months

TOTAL -119.00

GST Content -10.82

Cash -119.00

Invoice Notes:

>\*\*\*\*\*

>unit faulty - bluetooth

>dropping out all the time

>auth brenton

>\*\*\*\*\*

\* \* \* End of Report \* \* \*





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.

### STEP 1

store name

H A R V E Y N O R M A N

branch name

O C O N N O R

contact person

J E A N E T T E

phone number

08 - 9337 - 0864

replacement order number

model number

P D X B I I B L K

serial number (compulsory)

T I O S O 9 2 X 2

yamaha invoice number

2012832

yamaha invoice or customer purchase date

25 / 11 / 14

claim number

4448937

claim date

27 / 01 / 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

want pair by bluetooth

DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory

staff tested in store.

- ☐ 5. YAMAHA SALES MANAGER NOMINATES RETURN reason and signature required