

**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

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

branch name

H E R V E Y B A Y

contact person

M E G S

phone number

07 - 4120 - 1160

replacement order number

model number

Y H T 1 8 1 0 B

serial number (compulsory)

(21) T 0 5 0 0 9 4 Q S

yamaha invoice number

1 9 8 5 6 0 3

yamaha invoice or customer purchase date

20 / 07 / 14

claim number

23 26 2 0 9

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

Delivered to customer. Found damaged. Item noted on connote - Box Damage. Box had rip on top and Amp on top is crushed.

DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory

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

28/7/14

date

S T E P 5**FAX BOTH PAGES TO - 1800 331 119**

YAMAHA INTERNAL USE ONLY

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 _____

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 2326209
YAMAHA MUSIC AUSTRALIA PTY LTD
PO BOX 268
SOUTH MELBOURNE 3205
Phone : 1300661977
Fax : 1800331119

STORE COPY

26/07/14 11:07:25 160
Contact : 33 JAMES BLUM
Supplier # : 510708
Franchisee # : 16060
Fran : 060

Invoice #: 1985603

Invoice Date: 29/05/14

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
YHT1810B	5.1 CHANNEL HTIB S/N - (21) T050094QS DELIVERED DAMAGED NOTED ON CON NOTES BOX RIPPED AND AMP IN TOP IS CRUSHED	1.00	317.55

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

G.S.T. \$: 31.75
TOTAL CLAIM \$: 349.30

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

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TAX INVOICE

INVOICE REPRINT 716000

20/07/2014

TIMBRIEST COMPUTERS

Assist: MEGS

Cust #: [REDACTED]

Stype : CASH ON DELIVERY

Product	Qty	Price	Total
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YHT1810B

1

[REDACTED]

[REDACTED]

5.1 CHANNEL HTIB

* TAKEN * on 20/07/14

YHT1810B

-1

[REDACTED]

[REDACTED]

5.1 CHANNEL HTIB

* RETURNED * on 21/07/14

BOX ARRIVED AT CUSTOMER TORN ON TOP.
LOOKED INSIDE AND FOUND AMP TO BE
CHRUSHED

GST Content

[REDACTED]

Total:

[REDACTED]