

DERNI PTY LTD A.C.N. 002 263 872 / A.B.N. 41 002 263 872
For Oxstore Pty Ltd A.C.N. 600 337 371 / A.B.N. 70 193 050 253
trading as

Harvey Norman AV/IT Superstore Oxley

2098 Ipswich Road

Oxley QLD 4075

Phone: 07 3332 1100 Fax: 07 3332 1199

TAX INVOICE

CREDIT CLAIM 5636128

YAMAHA MUSIC AUSTRALIA PTY LTD

PO BOX 268

SOUTH MELBOURNE 3205

Phone : 1300661977

Fax : 1800331119

RE-PRINT

10/03/17 15:31:17 88

Contact : 76 REBECCA R -6017

Supplier # : 510708

Franchisee #: 8860

Fran : 060

Invoice #: 2102429

Invoice Date: 02/05/16

Freight \$: 13.99

Dear Sir/ms,

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

PLEASE NOTE THAT YOU HAVE UNTIL 09/05/17 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
YSP2500B	YAMAHA DIGITAL SOUND PROJECTOR +81316130152 INV 2102429 FAULTY NEEDS PCB ASSEMBLY UNREASONABLE WAIT REPAIR TIME S/N I4480660Q ORIG CUST INV 2056633	1.00	699.34

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

G.S.T. \$: 69.93

TOTAL CLAIM \$: 769.27

Raised by: _____ Authorised by: R PURCELL

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

E&OE.

V2016.7

Oxstore Pty Ltd A.C.N. 600 337 371 / A.B.N. 70 193 050 253
as Trustee of the Oxstore No2 Trust
trading as

Harvey Norman AV/IT Superstore Oxley

2098 Ipswich Road

Oxley QLD 4075

Phone: 07 3332 1100 Fax: 07 3332 1199

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TAX INVOICE

INVOICE REPRINT 2056633 15/05/16 11:19:09 88 5616619

THOMAS CARROLL

Assist: 76 LACHLAN M -6141

2 RHIANNON DR

Cust #: 0431375793

FLINDERS VIEW

SType : CASH SALE

QLD 4305

Oper : 76 Rebecca R -6017

Product	Qty	Price	Total

65K700UWD	1.00		
HISENSE 65IN UHD SMART 100HZ Batch: 11816104			
ICRO DIM			
Including 48 Months Product Care Replace			
Product Care Number: PC-0108800534384			

Total: 65K700UWD Including Product Care			1949.00
* TAKEN * on 16/05/16			
YSP2500B	1.00		
YAMAHA DIGITAL SOUND PROJECTO Batch: 81316130152			
Including 48 Months Product Care Replace			
Product Care Number: PC-0108800534385			

Total: YSP2500B Including Product Care			1149.00
* TAKEN * on 16/05/16			
101973	1.00	449.00	449.00
MONSTER BLK PLATINUM AV 800 A Batch: 008131609610			
S NZ			
* TAKEN * on 15/05/16			
140757	1.00	99.95	99.95
MONSTER MC 400 DFO2-3M Batch: 0099167522			
* TAKEN * on 15/05/16			
127259	1.00	49.00	49.00
MONSTER MV1A2M AERIAL CABLE Batch: 009916755			
* TAKEN * on 15/05/16			
YSP2700B	1.00		
SURROUND SOUND PROJECTION W W Batch: 8131703059			
RELESS SUB			
Including 48 Months Product Care Replace			
Product Care Number: PC-0108800576019			

Total: YSP2700B Including Product Care			1149.00
* TAKEN * on 22/02/17			
YSP2500B	-1.00		
YAMAHA DIGITAL SOUND PROJECTO Batch: 81316130152			
Including 48 Months Product Care Replace			
Product Care Number: PC-0108800534385			

Total: YSP2500B Including Product Care
* TAKEN * on 10/03/17

-1149.00

Invoice Notes:

exchange - rts
needs PCB assembly
unreasonable repair wait time
model of exchange: YSP2700B
auth rebecca

Pickup/Delivery Address:

THOMAS CARROLL
2 RHIANNON DR
FLINDERS VIEW
QLD 4305

Total	3695.95
G.S.T. Content	336.00
INV PENDING	0.00
INV DEPOSIT	3695.95
BALANCE OWING	0.00

HARVEY NORMAN

#167515

Video factory
#751518

REPAIR No 703018

STORE: Cxley

DATE: 16/01/2017

FRANCHISE STAMP

CUSTOMER NAME	THOMAS CARROLL	INV. No.	2056633	DATE OF PURCHASE	15/05/2016
ADDRESS	2 Rhianon Drive		REPAIR UNDER WARRANTY <input checked="" type="checkbox"/> CHARGE TO HARVEY NORMAN <input type="checkbox"/> PLEASE QUOTE BEFORE PROCEEDING WITH REPAIR		
	Flinders View 4305				
PHONE	0431 345 793	BUS.			

QUANT	DESCRIPTION OF GOODS	INSTRUCTIONS
1	YSP25005	Soundbars sound drops
22/2	Video factory to return unit	"VERY Low" well below full volume. Problem seems to be sporadic and not all the time

To be signed by HARVEY NORMAN agent.

The above goods FOR REPAIR were received by me, signature:	3/3 New Module.	date	16/01/2017
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To be signed by CUSTOMER.

The above goods FOR REPAIR were received by me, signature:	extra 5 months warranty.	date	1
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SUPPLIER	8/2 - PCB on order.	DATE	
ADDRESS	PCB assembly.	FRANCHISE	
	ordered 7 Feb.	ORIG ORDER No	
PHONE No		SUPPLIER DOC. No	

REPAIR CHARGE	SUPPLIER INV.	INV COST
CUST. INV. No	FRAN A/C No	C.V. No.

REPAIR AUTHORISED BY: PHONE XTN

To be signed by SUPPLIER agent.

The above goods FOR REPAIR were received by me, signature:	date
--	------

To be signed by SUPPLIER agent.

The above REPAIRED goods were received by me, signature:	date
SUPPLIER DOCUMENT and NUMBER	

:DISTRIBUTION: 1. GREEN - Customer 2. PINK - Supplier 3. YELLOW - Warehouse 4. WHITE - Book

D:\D3\MASTER\ADMIN\FORM\CUSTSERV\REPAIRS

HARVEY NORMAN

Video Factory

REPAIR No 677508

STORE: Orby

FRANCHISE STAMP

DATE: 7/10/16

CUSTOMER NAME	Thomas Carroll	INV. No.	2056633	DATE OF PURCHASE	15/5/16
ADDRESS	2 Rhiannon dr Flinders View 4305			REPAIR UNDER WARRANTY <input checked="" type="checkbox"/> CHARGE TO HARVEY NORMAN <input type="checkbox"/> PLEASE QUOTE BEFORE PROCEEDING WITH REPAIR	
PHONE	0431 375 793	BUS.			

QUANT	DESCRIPTION OF GOODS	INSTRUCTIONS
1	Yamaha YSP2500 Soundbar	Unit dropping audio during use intermittently from all sources (optical & Bluetooth), assess & repair

To be signed by HARVEY NORMAN agent.

The above goods FOR REPAIR were received by me, signature:	date 7/10/16
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To be signed by CUSTOMER.

The above goods FOR REPAIR were received by me, signature:	date 7/10/16
--	--------------

SUPPLIER	DATE
ADDRESS	FRANCHISE
	ORIG ORDER No
PHONE No	SUPPLIER DOC. No

REPAIR CHARGE	SUPPLIER INV.	INV COST
CUST. INV. No	FRAN A/C No	C.V. No.

REPAIR AUTHORISED BY: PHONE XTN

To be signed by SUPPLIER agent.

The above goods FOR REPAIR were received by me, signature:	date
--	------

To be signed by SUPPLIER agent.

The above REPAIRED goods were received by me, signature:	date
SUPPLIER DOCUMENT and NUMBER	

DISTRIBUTION: 1. GREEN - Customer 2. PINK - Supplier 3. YELLOW - Warehouse 4. WHITE - Book

D:\D3\MASTER\ADMIN\FORM\CUSTSERV\REPAIRS

The Video Factory

Specialist in Electronic Repairs
Domestic & Commercial Installations

6 Pirelli St Southport QLD 4215

Phone 07 5531 2688
Fax 07 5531 2291
Web www.videofactory.com.au

Job No. 163335

Customer Details

Harvey Norman Oxley
1098 Ipswich Rd
Oxley QLD 4075
(07) 3332-1100

Invoice To Yamaha Music Australia Pty Ltd
Brand YAMAHA
Product RECEIVER
Model No. YSP-2500B
Serial No.
Date Received 07/10/2016

Accessories

Fault Reported

DROPPING AUDIO FROM ALL SOURCES OPTICAL AND BLUE TOOTH INTERMITTENTLY

Repairs are left under the following conditions

- . Quote / Inspection fees are NOT REFUNDABLE.
- . No refunds will be given on Quote/Inspection fees if repairs are not completed due to spare parts delay or any other reason. No refunds will be given on Quote/Inspection fees if changed to manufacturer or extended warranty.
- . It is not the Video Factory's responsibility to obtain warranty details for manufacturer or extended warranty.
- . It is totally the customer's responsibility to prove warranty and comply with the warranty terms and conditions
- . Check accessories listed. If none listed then none will be replaced if missing
- . No responsibility for software left in or with units. No EXCEPTIONS
- . Inspection times given are approximations ONLY. Completion times are unknown due to supply of parts and the type of fault you may have. A better idea of completion will be known once the unit is inspected.
- . No cheques accepted as payment
- . Units must be collected within 3 months of completion.
- . We offer a two month warranty on the work that we've done

Repair Notice

The repair of your goods may result in the loss of any user - generated data, please ensure that you have made a copy of any data saved on your goods.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired.
Refurbished parts may be used to repair the goods.

OPERATING HOURS 8.30 am - 5.00 pm, Monday - Friday.

Closed public holidays

Paid to Date \$0.00

The Video Factory

Phone: (07) 5531-2688 or (07) 5564-0255

Fax: (07) 5531-2291

6 Pirelli St

Southport, QLD. 4215. Australia
info@videofactory.com.au

Charge To

Yamaha Music Australia Pty Ltd
Level 1, 99 Queensbridge Street
PO Box 268 South Melbourne
VIC 3205
Southbank, VIC. 3006

Serviced For

Harvey Norman Oxley
2098 Ipswich Rd
Oxley, QLD. 4075
(07) 3332-1100
oxley.elecreturns@au....

Completed - Service Call - Invoice

Claim/Job N°	163335
Order N°	
Brand	YAMAHA
Product	RECEIVER
Model N°	YSP-2500B
Serial N°	I4480660Q
Date Booked For	26/10/2016 (Anytime)
Completed	24/10/2016
Date Converted	
Contact N°	1800 805-413
Reference N°	
Account N°	2

163335

WARRANTY DETAILS

Purchase Date	15/05/2016	Purchased From	
Receipt N°	2056633	HARVEY NORMAN	
Warranty Code		OXLEY	
Authorisation			

SERVICE DETAILS

Unit ran for 8 days without fault.

REPORTED FAULT

DROPPING AUDIO FROM ALL SOURCES OPTICAL AND BLUE TOOTH INTERMITTENTLY

Payment Type	
Repair Code	

PARTS

[illegible]

ACCEPTANCE & OFFICE USE

Accepted By

Special Instructions

Signature

Date _____

Repaired By

Signature

Date _____

CHARGE DETAILS