

DERNI PTY LTD A.C.N. 002 263 872 / A.B.N. 41 002 263 872
For ARMIDALE NSW ELECTRICS PTY LTD A.C.N. 112 928 506 / A.B.N. 91 107 623 308
trading as

HARVEY NORMAN AV/IT SS ARMIDALE (ELECTRICS)

Shop 8, Girraween Shopping Ctr

ARMIDALE NSW 2350

Phone: 02 6771 0800 Fax: 02 6771 0899

TAX INVOICE

CREDIT CLAIM 1364788

YAMAHA MUSIC AUSTRALIA PTY LTD

PO BOX 268

SOUTH MELBOURNE 3205

Phone : 1300661977

Fax : 1800331119

SUPPLIER'S COPY

24/02/16 14:20:38 77

Contact : 18 Tracey G-6000

Supplier # : 510708

Franchisee #: 7760

Fran : 060

Invoice #: 2042655

Invoice Date: 19/06/15

Dear Sir/ms,

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

PLEASE NOTE THAT YOU HAVE UNTIL 24/04/16 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 Goods

Product Code	Description of Goods	Qty	Price
YHT1810B	YAMAHA 5.1 HTIB Inv # 2042655 Cost \$ 349.35 Serial # T633355WY FAULT - No power on receiver.	1.00	349.35

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

G.S.T. \$: 34.94

TOTAL CLAIM \$: 384.29

Raised by: *Beddes* Authorised by: _____

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

E&OE.

V2016.1

**YAMAHA**

Yamaha Music Australia Pty. Ltd.
 ABN 84 004 259 527
 Level 1, 99 Queensbridge Street
 Southbank, Victoria 3006

HOME ENTERTAINMENT SPECIALISTS

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

ARMIDALE

contact person

TRACEY

phone number

02 - 6771 - 0852

replacement order number

model number

YHT1810B

serial number (compulsory)

T633355WY

yamaha invoice number

2042655

yamaha invoice or customer purchase date

30/12/15

claim number

1364788

claim date

24/02/16

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

No Power on receiver. - Rep Christopher authorised
 swap over in store.

DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory

Plugged it into power at store.

☐ 5. YAMAHA SALES MANAGER NOMINATES RETURN

reason and signature required

**YAMAHA**

HOME ENTERTAINMENT SPECIALISTS

Yamaha Music Australia Pty. Ltd.
ABN 84 004 258 527
Level 1, 99 Queensbridge Street
Southbank, Victoria 3006**GOODS RETURN AUTHORITY
REQUEST FORM**

Version 5. 01/04/07

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

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.

Tracey Geddes

name

Geddes

signature

24/02/16

date

S T E P 5**FAX BOTH PAGES TO - 1800 331 119****YAMAHA INTERNAL USE ONLY**

NEW ORDER NO.

GRA NO.

CLAIM REDUCTION

\$					

DETAILS CHECKED BY _____ DATE _____

ENTERED BY _____ DATE _____

AUTHORISED BY _____ DATE _____

ARMIDALE NSW ELECTRICS PTY LTD A.C.N. 112 928 506 / A.B.N. 91 107 623 308
as Trustee of the ARMIDALE NSW ELECTRICS NO 2 TRUST
trading as

HARVEY NORMAN AV/IT SS ARMIDALE (ELECTRICS)

Shop 8, Girraween Shopping Ctr

ARMIDALE NSW 2350

Phone: 02 6771 0800 Fax: 02 6771 0899

=====

TAX INVOICE

INVOICE REPRINT 363218 27/12/15 14:15:58 77 1353360

CARA DIXON

Assist: 18 BRETT M-6022

53B DUMARESQ ST

Cust #: 0499530658

ARMIDALE

SType : CASH SALE

NSW 2350

Oper : 18 Tracey G-6000

Product	Qty	Price	Total
YHT1810B	1.00	450.00	450.00
YAMAHA 5.1 HTIB			
* TAKEN * on 30/12/15			
EXCLUDEPRODCARE	1.00	0.00	0.00
EXCLUDING PRODUCT CARE			
YHT1810B YAMAHA 5.1 HTIB			
* TAKEN * on 30/12/15			
COMPLTC2AREX	1.00		
MIELE COMPLETE C2 AUTUMN RED			
Including 48 Months Product Care Replace			
Product Care Number: PC-0107700094178			

Total: COMPLTC2AREX Including Product Care			236.00
* TAKEN * on 30/12/15			
INVOICENOTES	1.00	0.00	0.00
INVOICE NOTES			
* TAKEN * on 23/01/16			
YHT1810B	-1.00	450.00	-450.00
YAMAHA 5.1 HTIB			
* TAKEN * on 25/01/16			

*It is the customer's responsibility to ensure goods suit
*Please ensure there is clear access for delivery
*Be home on delivery days as we cannot give exact times
*Returns Policy can vary please check with your salesperson
*On returns or order cancellation a restocking fee may apply

Invoice Notes:

customers receiver has blown it was
returned into store 23/01/2016 awaiting
answer from yamaha

Spoke to yamaha rep Christopher,
he said to swap it over for a brand new
one AC

Pickup/Delivery Address: