

DERNI PTY LTD A.C.N. 002 263 872 / A.B.N. 41 002 263 872
For BROADSTORE PTY LTD A.C.N. 117 240 132 / A.B.N. 61 303 226 266
trading as

HARVEY NORMAN AV/IT SUPERSTORE BROADMEADOWS (VIC)

1185-1197 PASCOE VALE RD

BROADMEADOWS VIC 3047

Phone: 03 9261 2800 Fax: 03 9261 2899

TAX INVOICE

CREDIT CLAIM 1857959

YAMAHA MUSIC AUSTRALIA PTY LTD

PO BOX 268

SOUTH MELBOURNE 3205

Phone : 1300661977

Fax : 1800331119

SUPPLIER'S COPY

18/08/14 12:11:05 168

Contact : 701 DURGA

Supplier # : 510708

Franchisee #: 16860

Fran : 060

Invoice #: 1961993

Invoice Date: 06/12/13

Rebate \$: 1.22

Freight \$: 2.03

Dear Sir/ms,

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

PLEASE NOTE THAT YOU HAVE UNTIL 17/10/14 TO REJECT THIS CLAIM,
OTHERWISE IT WILL BE CONSIDERED FINALISED IN OUR FAVOUR.

Reason for our claim: CLAIM-FREIGHT R.A. No:

Product Code	Description of Goods	Qty	Price
PDXB11ORA	YAMAHA PORT BT SPKR ORG * s/n T403463VX bluetooth faulty tested in store *	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: DURGA

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

E&OE.

v2014.06

**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.

S T E P 1

store name

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

branch name

B R O A D M E A D O W S

contact person

D U R G A

phone number

03 - 9261 - 2811

replacement order number

model number

P D X B 1 1 O R A

serial number (compulsory)

T 4 0 3 4 6 3 V X

yamaha invoice number

1 9 6 1 9 9 3

yamaha invoice or customer purchase date

06 / 11 / 2013

claim number

1 8 5 7 9 5 9

claim date

18 / 10 / 2014

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

blue tooth is faulty.

DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory

tested key tech in store

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

**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

S T E P 3**TICK THE BOXES TO INDICATE THE FOLLOWING IS INCLUDED****ACCESSORIES (where applicable)**

replacement costs (inc gst)

☐ Instruction Manual\$15.00 ☐☒ Remote control(s)\$27.50 ☐☐ Cables and interconnects\$5.50 ☐☒ AM and FM antennae\$5.50 ☐☒ YPAO or Intellibeam microphone\$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.

Durbin

name

[Signature]

signature

18/8/14.

date

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

Y A M A H A I N T E R N A L U S E O N L Y

NEW ORDER NO.

--	--	--	--	--	--

DETAILS CHECKED BY _____ DATE _____

GRA NO.

--	--	--	--	--	--

ENTERED BY _____ DATE _____

CLAIM REDUCTION

\$					
----	--	--	--	--	--

AUTHORISED BY _____ DATE _____

TAPE CONTENTS

20/07/2014 15:54:37 SE 168 1843266

You were served by: LEO

Cash 9009R

CASH SALE

YAMAHA BLUETOOTH SPEAKER 99.00

PDXB11ORA 1 @ 99.00

Supplier Code: 510708

Batch Number: 001001334720

PROMOTIONAL PRODUCT -50.00

Mf. Warranty of 24 Months

>off display

CREST PORTABLE TORCH LIGH 8.00

PWLLD 1 @ 8.00

Supplier Code: 501749

Batch Number: 0020112257

TOTAL 107.00

GST Content 9.73

E.F.T.Pos 107.00

NO: 535316xxxxxx3364-/-

* * * End of Report * * *