

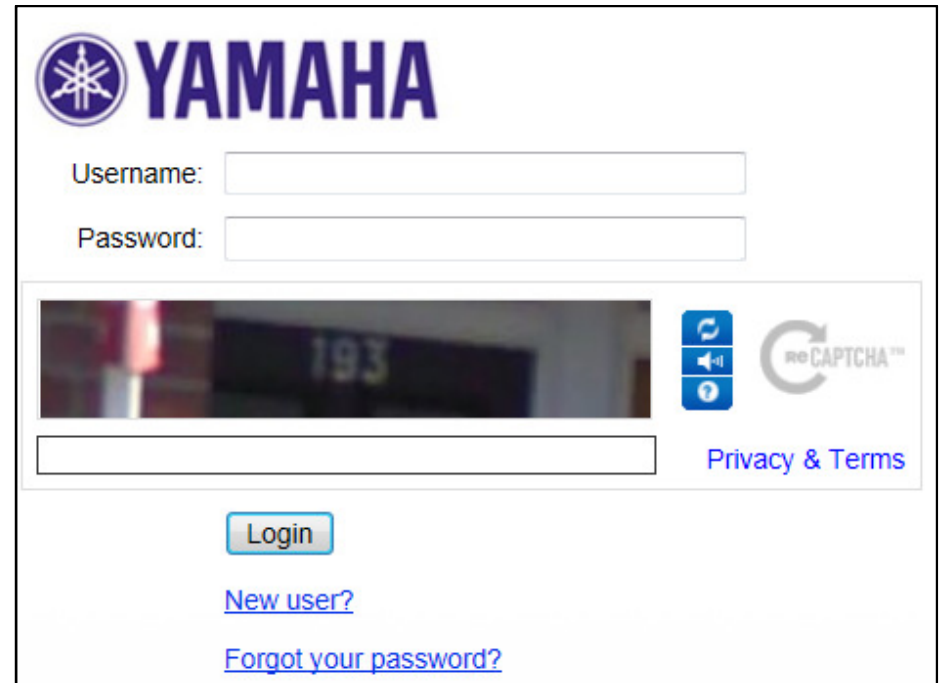
# YAMAHA ONLINE GRA PROCESS

July 2014

## Step 1

Open your web browser and go to [www.yamahamusic.com.au/return](http://www.yamahamusic.com.au/return),

Click the new user link and create a new account,



The image shows the Yamaha Music Australia login page. At the top left is the Yamaha logo, consisting of a circular emblem with a tuning fork and the word "YAMAHA" in a bold, blue, sans-serif font. Below the logo are two input fields: "Username:" and "Password:". To the right of the password field is a small icon of a person. Below these fields is a horizontal line. To the right of the line is a "reCAPTCHA" logo. Below the line is a "Login" button. Below the button are two links: "New user?" and "Forgot your password?".

**YAMAHA**

Username:

Password:

[New user?](#)

[Forgot your password?](#)

[Privacy & Terms](#)

## Step 2

The following details need to be entered to set up a new account.

- Store Name
- Branch
- Address (where the goods are to be collected)
- City
- State
- Postcode
- First name
- Last name
- Phone Number
- Username (this must be an email address, this will be our main point of contact and how we return the GRA number and PDF con notes)
- Password

[Back to Login Screen](#)

### User Registration

**1. Store Details:**

Store Name\*:

Dealer Code:

Branch\*:

Address\*:

City\*:

State:

VIC

Postcode\*:

Your Firstname\*:

Your Lastname\*:

Phone No\*:

**2. Login Details:**

Username (Email only)\*:

Password\*:

☐ I am authorised to act on behalf on the store named on this form and I have read the [Terms & Conditions](#).

Register

[Back to Login Screen](#)

## Step 3

Once you have created an account you can now enter a new GRA,

Click on the “[New Return](#)” link at the top of the page, This takes you to the following screen.

Enter all the relevant information about the faulty unit you would like to return,

All mandatory fields will need to be completed before you can click Submit,

The screenshot shows the Yamaha website's 'New Goods Return (step 1)' form. The header includes the Yamaha logo and navigation links: Home, New Return, Update your details, and Help. A user is logged in as 'es: david.jeddy@dmx.yamaha.com'. The form is titled 'New Goods Return (step 1)' and indicates 'Step 1 of 2'. The steps are: 1. Fill in the Return details (current step) and 2. Upload your receipt.

**1. Product details:**

Model no\*:   
Serial no\*:   
Yamaha invoice no\*:   
Invoice date\*:  DD/MM/YYYY  
Claim no\*:   
Replacement order no\*:

**2. Reason for return\*:**

Customer purchased date:  DD/MM/YYYY

**3. Describe nature of fault\*:**  Max: 300 characters

**4. Describe tests performed to verify fault\*:**  Max: 300 characters

**5. Have you ensured that all accessories are complete?\***

Please note that missing accessories will be charged as below:

	Replacement cost (inc. GST)
+ Instruction Manual	\$15.00
+ Remote Control	\$27.50
+ Cables & Interconnects	\$5.50
+ AM & FM Antenna	\$5.50
+ YPAO / Intellibeam microphone	\$22.00
+ Admin fee	\$15.00

**6. Please select one to indicate the following has been checked\*:**

☐ I am authorised to act on behalf of the store named on this form and I have read the [Terms & Conditions](#).

[Back to Home](#)

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## Step 4

Upload a copy of the customers receipt,  
Browse for the file on your computer and  
click the Submit button,

**2. Upload the receipt**

→ Upload the receipt\*

Browse...

(Please keep it to a minimum size, only JPG/GIF/BMP/PNG is accepted)

Submit

## Step 5

After clicking submit the GRA will be sent to Yamaha to be actioned, If there are any questions or queries about the GRA Yamaha will send a short message within the GRA portal requesting more information, you will be able to respond back to Yamaha with your answer.



## Step 6

After the GRA has been approved you will receive the GRA number and a PDF Con Note via email. You will need to print the Con Note and attach it to the carton to be returned,

The products will then be collected by COPE Transport within 3 days.

If you have any questions regarding any of these steps, please feel free to call the Yamaha Sales Desk on 1300 661 977 or email [avsales@gmx.yamaha.com](mailto:avsales@gmx.yamaha.com).

