

DERNI PTY LTD A.C.N. 002 263 872 / A.B.N. 41 002 263 872
For Maitavit Pty Ltd A.C.N. 144 603 734 / A.B.N. 25 687 443 525
trading as

Joyce Mayne AV/IT Maitland

Unit 6, 366 New England Hwy

RUTHERFORD NSW 2320

Phone: 02 49322300

Fax: 02 49322399

TAX INVOICE

CREDIT CLAIM 1035208

YAMAHA MUSIC AUSTRALIA PTY LTD

PO BOX 268

SOUTH MELBOURNE 3205

Phone : 1300661977

Fax : 1800331119

RE-PRINT

03/10/14 12:29:46 112

Contact : 200 Shyanne H

Supplier # : 510708

Franchisee #: 11260

Fran : 060

Invoice #: 1992744

Invoice Date: 23/07/14

Freight \$: 8.50

Dear Sir/ms,

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

PLEASE NOTE THAT YOU HAVE UNTIL 02/12/14 TO REJECT THIS CLAIM,
OTHERWISE IT WILL BE CONSIDERED FINALISED IN OUR FAVOUR.

Reason for our claim: CLAIM-RETURN FOR CR R.A. No:

Product Code	Description of Goods	Qty	Price
YHT577AUB	YAMAHA 7.1 CH HOME THEATRE PAC INV 1992744 SN Y158664QS SPEAKERS ARE SHORTING OUT THE AMP AND AMP GOES INTO PROTECTION MODE	1.00	850.00

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

G.S.T. \$: 85.00

TOTAL CLAIM \$: 935.00

Raised by:

Shyanne

Authorised by: A.MATHIESON

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

E&OE.

V2014.07

Please issue RA asap
Thank you

Maitavit Pty Ltd A.C.N. 144 603 734 / A.B.N. 25 687 443 525
as Trustee of the Maitavit No 2 Trust
trading as

Joyce Mayne AV/IT Maitland

Unit 6, 366 New England Hwy
RUTHERFORD NSW 2320

Phone: 02 49322300 Fax: 02 49322399

=====

TAX INVOICE

INVOICE REPRINT 427690 27/08/14 12:23:27 112 1028128

Assist: 200 PETER

Cust #: [REDACTED]

SType : GEM VISA 06M INT FRE

Oper : 200 Shyanne H

Product	Qty	Price	Total
YHT577AUB YAMAHA 7.1 CH HOME THEATRE PA * TAKEN * on 29/08/14	1.00	2946.00	1747.00 1199.00
EXCLUDEPRODCARE EXCLUDING PRODUCT CARE YHT577AUB YAMAHA 7.1 CH H * TAKEN * on 29/08/14	1.00	0.00	0.00
YHT577AUB YAMAHA 7.1 CH HOME THEATRE PA * TAKEN * on 09/09/14	-1.00	1199.00	-1199.00
EXCLUDEPRODCARE EXCLUDING PRODUCT CARE YHT577AUB YAMAHA 7.1 CH H * TAKEN * on 09/09/14	-1.00	0.00	0.00
YHT577AUB YAMAHA 7.1 CH HOME THEATRE PA * TAKEN * on 11/09/14	1.00	2946.00	1747.00 1199.00
EXCLUDEPRODCARE EXCLUDING PRODUCT CARE YHT577AUB YAMAHA 7.1 CH H * TAKEN * on 11/09/14	1.00	0.00	0.00
TECH2HOME MOBILE INSTALLATION SERVICES * TAKEN * on 11/09/14	1.00	0.00	0.00

PLEASE CHOOSE CAREFULLY AS A 20% RESTOCKING FEE OF THE TOTAL
SALE MAY APPLY FOR ALL SPECIAL ORDER CANCELLATIONS
CUSTOMER RESPONSIBILITIES REGARDING DELIVERIES ARE:
GOODS FIT THROUGH DOORWAYS & HAVE CLEAR ACCESS FOR DELIVERY.
TO BE HOME ON DELIVERY DATE/TIME AS RE-DELIVER FEES APPLY.

Invoice Notes:

\$300 On 6mths INF

GEM VISA

APP:Approved - authorisation no 011221

UNIT TURNS ITSELF OFF AFTER 20-30 SECOND

ONLY AT HIGHER VOLUMES
WHEN TURNED BACK ON ERROR MESSAGE
CHECK SP CABLES

CUST TO PICK UP AMP ONLY*****
Pickup/Delivery Address:



Total
G.S.T. Content
INV PENDING
INV DEPOSIT
BALANCE OWING



''

THANK YOU PLEASE CALL AGAIN

Customer Signature: _____ No of Pieces: _____

E&OE.
V2014.07

**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

JOYCE MAYNE

branch name

MAITLAND

contact person

SHYANNE

phone number

02 - 4932 - 2325

replacement order number

NA

model number

YHT577AUB

serial number (compulsory)

Y158664QS

yamaha invoice number

1992744

yamaha invoice or customer purchase date

27/08/14

claim number

1035208

claim date

03/10/14

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

Speaker's Short out AMP and put AMP in protect mode.

DESCRIBE TESTS PERFORMED TO VERIFY FAULT - compulsory

Stock was tested at customer's house by Tech 2 home, they are our install service!

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

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HOME ENTERTAINMENT SPECIALISTS

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ABN 84 004 259 527
Level 1, 99 Queensbridge Street
Southbank, Victoria 3006**GOODS RETURN AUTHORITY
REQUEST FORM**

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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.

Shyanne Ham

name

signature

3/10/14

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.

GRA NO.

CLAIM REDUCTION

\$

DETAILS CHECKED BY _____ DATE _____

ENTERED BY _____ DATE _____

AUTHORISED BY _____ DATE _____