

DERNI PTY LTD A.C.N. 002 263 872 / A.B.N. 41 002 263 872
For FANGATE SUPERSTORE PTY LTD A.C.N. 119 025 704 / A.B.N. 37 168 841 575
trading as

Harvey Norman AV/IT Superstore Fountain Gate
8 Overland Drive
Fountain Gate Shopping Centre NARRE WARREN VIC 3805
Phone: 03 8796 6777 Fax: 03 8796 6799

TAX INVOICE

CREDIT CLAIM 3443118
YAMAHA MUSIC AUSTRALIA PTY LTD
PO BOX 268
SOUTH MELBOURNE 3205
Phone : 1300661977
Fax : 1800331119

SUPPLIER'S COPY

29/04/17 09:50:39 204
Contact : 77 KARLA
Supplier # : 510708
Franchisee #: 20460
Fran : 060

Invoice #: 2102481

Invoice Date: 02/05/16

Dear Sir/ms,

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

PLEASE NOTE THAT YOU HAVE UNTIL 28/06/17 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 FAULT - UNIT KEEPS DROPPING OUT AND NEEDS TO BE RESET, UNIT HAS BEEN TO REPAIR AND LOOKED AT SEVERAL TIMES IN STORE AUTH BY CRAIG JONES SN I403885WY INV 2102481	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: KARLA

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

E&OE.
V2017.1

FANGATE SUPERSTORE PTY LTD A.C.N. 119 025 704 / A.B.N. 37 168 841 575
as Trustee of the FANGATE SUPERSTORE NO 2 TRUST
trading as

Harvey Norman AV/IT Superstore Fountain Gate

8 Overland Drive

Fountain Gate Shopping Centre NARRE WARREN VIC 3805

Phone: 03 8796 6777 Fax: 03 8796 6799

=====

TAX INVOICE

INVOICE REPRINT 1084186 25/07/16 10:00:47 204 3443094
SCOTT NIMMO Assist: 77 Arnel Obradovic
9 TYRONE AVE Cust #: 0452218255
PAKENHAM SType : CASH SALE
VIC 3810 Oper : 77 Karla

Product	Qty	Price	Total

YSP2500B	1.00		
YAMAHA DIGITAL SOUND PROJECTO Batch: 76153241			
Including 48 Months Product Care Replace			
Product Care Number: PC-0120400305894			

Total: YSP2500B Including Product Care			920.00
* TAKEN * on 25/07/16			
140757	1.00	80.00	80.00
MONSTER MC 400 DFO2-3M Batch: 0099167526			
* TAKEN * on 25/07/16			
YSP2500B	-1.00		
YAMAHA DIGITAL SOUND PROJECTO Batch: 76153241			
Including 48 Months Product Care Replace			
Product Care Number: PC-0120400305894			

Total: YSP2500B Including Product Care			-920.00
* TAKEN * on 29/04/17			
* STORECREDIT	1.00	920.00	920.00
STORE CREDIT 60			
Pickup to be Advised			
STOCK from Store/Store			

CUSTOMER RESPONSIBILITIES-

~~*TO BE HOME ON DELIVERY DAY, NO TIMES CAN BE GIVEN REDELIVERY~~

FEEs MAY APPLY. TO ENSURE GOODS FIT & ARE SUITABLE.
TO PAY BALANCE BY CASH OR C/CARD, ON DELIVERY ONLY
20% CANCELLATION FEE MAY APPLY

Invoice Notes:

**ex display*

auth by craig from yamaha to return unit
see karla with email.

Pickup/Delivery Address:

SCOTT NIMMO
9 TYRONE AVE
PAKENHAM
VIC 3810

Total	80.00
G.S.T. Content	7.27
G.S.T. CONTENT	83.64
INV PENDING	920.00
INV DEPOSIT	1000.00

BALANCE OWING

0.00

''
THANK YOU PLEASE CALL AGAIN

Customer Signature: _____ No of Pieces: _____

For consumer enquiries please contact
1300 GO HARVEY (1300 464 278) or the
store phone number listed on this invoice.

E&OE.

V2017.1

Essentials, Fountaingate

From: Craig Jones [craig.jones@music.yamaha.com]
Sent: Friday, 28 April 2017 10:13 AM
To: Essentials, Fountaingate
Subject: Fwd: customer with faulty YSP 2500

Hi Arnie,

Please RA the unit - approved.

Regards,

Craig Jones | National Sales Manager | Audio Visual Division
YAMAHA MUSIC AUSTRALIA
Level 1, 99 Queensbridge Street
Southbank VIC 3006 Australia
M: 0417 251 431
E: craig.jones@music.yamaha.com
Sent from iPhone.

Begin forwarded message:

From: Drew Morrow <drew.morrow@music.yamaha.com>
Date: 28 April 2017 at 9:49:08 am AEST
To: Craig Jones <craig.jones@music.yamaha.com>
Cc: Mako Natsume <mako.natsume@music.yamaha.com>
Subject: RE: customer with faulty YSP 2500

Hi Craig,

Yes I agree, really can't see any other acceptable solution. If HN have one we will accept it as an RA. The issue is packing it for return to Excel safely.

Regards Drew

Drew Morrow | Customer Service Manager

We're Moving - to Level 1, 80 Market Street, South Melbourne VIC 3205 from 22 May 2017



YAMAHA MUSIC AUSTRALIA
Level 1, 99 Queensbridge Street
Southbank VIC 3006 Australia
P: +61 3 9693 5179
F: +61 3 9699 2332
E: drew.morrow@music.yamaha.com



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From: Craig Jones
Sent: Friday, 28 April 2017 8:41 AM
To: Drew Morrow <drew.morrow@music.yamaha.com>
Subject: FW: customer with faulty YSP 2500

Hi Drew,

Can you please refer below and attached.

I spoke to the these guys yesterday and they are not in the best mood.

They love the sound just hate the products reliability.

Can we help here? They are wanting to exchange the unit for the YSP2700B.

Regards,

Craig Jones | National Sales Manager | Audio Visual Division



YAMAHA MUSIC AUSTRALIA
Level 1, 99 Queensbridge Street
Southbank VIC 3006 Australia
M: 0417 251 431
E: craig.jones@music.yamaha.com

From: Essentials, Fountaingate [<mailto:Fountaingate.Essentials@au.harveynorman.com>]
Sent: Thursday, 27 April 2017 2:24 PM
To: Craig Jones <craig.jones@music.yamaha.com>
Subject: customer with faulty YSP 2500

Hi Craig Jones,

Please see attached files that show the serial number for the YSP 2500 and the original repair docket and customers invoice.

The problem with the unit is that the sub disconnects suddenly and the light turns from green to red. Then the main soundbar after a while loses sound and becomes faint like its lost its clarity – this comes on and off.

The unit has been already looked at and repaired on a few occasions and the customer is quite frustrated now.

Please see if we can get a replacement to fix this issue.

Kind Regards,

Arnel.

T: Direct +61 (0)3 8796 6739
F: +61 (0)3 8796 6898
E: fountaingate.essentials@au.harveynorman.com

Harvey Norman

Fangate Superstore Pty Limited ACN 119 025 704
Address: 8 Overland Drive Narre Warren, VIC, 3805
Switch: +61 (0)3 8796 6777

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