

# SHOPYAMAHA ONLINE RETURNS FORM



## Wanting to return your item?

We want to make sure that you're happy with your item(s), so we will gladly refund or exchange for your item(s) if there is an issue. In order for us to do so, please read the following conditions ('Return Conditions') and follow the outlined procedure below.

1. Complete this form, save and email directly to our team at: [shop@yamaha-motor.com.au](mailto:shop@yamaha-motor.com.au)
2. Once the team receive your form, it will be reviewed, and you will be emailed a six digit "Approval Number". A scanned copy of your approved form with the approval number, will be sent back to you.
3. Print the approved form, ensure your item/s are in their original packaging, and prepare the items for shipping.
4. Return the items back to Yamaha and include a copy of your completed ShopYamaha Online Returns Form (without the approved form we will be unable to process your request).

- Yamaha will offer a refund or exchange on the basis;
- Purchase is within 14 days of the original invoice date;
  - You have valid proof of purchase;
  - The products are unused and in a saleable condition;
  - The products have not been altered or damaged while with you; and
  - The original packaging is still available.

Products must not be returned until Yamaha approves the return/credit and must be sent back to Yamaha warehouse (once we receive your return, we will send you a confirmation email). Unless if a product is faulty, you cannot exchange it more than ONCE. If a product is not faulty, Yamaha retains the right to reject a return on the basis of a failure to adhere to these Return Conditions.

ORDER NUMBER:

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INVOICE NUMBER:

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I WOULD LIKE TO:

Return
  Exchange
  Warranty Request

QTY	PART NUMBER	DESCRIPTION	REASON FOR RETURN OR EXCHANGE

CUSTOMER NAME:	<input type="text"/>	DATE OF PURCHASE:	<input type="text"/>	
ADDRESS:	<input type="text"/>	STATE:	<input type="text"/>	POSTCODE: <input type="text"/>
EMAIL ADDRESS:	<input type="text"/>	CONTACT NUMBER:	<input type="text"/>	

**Please send all returns to:**

**shop@yamaha-motor.com.au**

ShopYamaha Customer Support  
 RE: ONLINE RETURNS  
 489-493 Victoria St,  
 Wetherill Park, NSW 2164

## Completing an Online Returns Form



Complete this form stating if you would like a **Refund, Exchange or Warranty Request**.



Email a copy of this form to us so that we can **review your application**.



Form is reviewed and an **Approval Number** is emailed to successful requests.



Return the item **back to Yamaha** with the original packaging & copy of this form.

OFFICE USE ONLY:

DATE:

APPROVED BY:

APPROVAL NUMBER:

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