



## "Delivery Override"

Delivery Override is a situation in which a customer will receive a piece of furniture with known issues. Before a piece of furniture with known issues can be delivered to a Customer, we must have permission from the Customer. Only Managers and Customer Service & Support staff members can override a Delivery Driver's authority to deliver a piece of furniture with known issues. This form must be filled out and signed before the furniture is delivered. This form releases the Delivery Driver from being held accountable for the Clean Stop and Clean Pieces being delivered on this invoice.

Name on Account: \_\_\_\_\_

Invoice Number: \_\_\_\_\_

Truck Number: \_\_\_\_\_

**Customer's Name who approved this Delivery, Time and Date:**

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Customers Name that approved Delivery                      Time                      date

**The known defect is being delivered because, check reasons below:**

- ☐ Sold AS
- ☐ Dented
- ☐ Scratched
- ☐ Manufacturer Defect
- ☐ Manufacturer Sent Wrong Furniture
- ☐ Sales Team ordered Incorrectly
- ☐ Custom was delivered multiple pieces of furniture to chose from, for their delivery

**Notes:**

***Managers or Customer Support & Services Approval:***

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Name                      Sign                      date