

## Delivery Policy and Customer Agreement

Delivery of materials to a job site or a home is a service offered to our customers. However, due to safety issues to both people and equipment, as well as insurance liabilities, there are limitations each customer needs to be aware of. This may have an effect on the desire to purchase this service.

1. IN THE EVENT DELIVERY IS MADE BEYOND CURB LINE OR PROPERTY LINE ON PREMISES AT THE REQUEST OF THE PURCHASER, SELLER WILL NOT ASSUME LIABILITY FOR DAMAGE TO MATERIALS, SIDEWALKS, DRIVEWAYS, GARAGE ENTRIES, OR OTHER PROPERTY. THE PURCHASER AGREES TO INDEMNIFY AND HOLD THE SELLER HARMLESS AGAINST ALL LIABILITY, LOSS AND EXPENSES INCURRED AS A RESULT OF SUCH DELIVERIES. INITIALS
  
2. It will be at the driver's discretion as to the ability to complete the delivery. Variables such as driveway condition, slope of region, unpaved areas surrounding site or other unsafe conditions could result in curbside delivery or non-delivery of materials. (THIS DOES NOT NEGATE DELIVERY CHARGE).
  
3. Hours of delivery are an approximation. A 2-hour window is standard. All efforts to be timely will be made. However, Monterrey Tile cannot be responsible for unforeseen complications. With all contact phone numbers accessible, should there be a scheduling problem or a delay, we will make every effort to contact the customer immediately.
  
4. Outstanding charges must be paid in advance prior to delivery. Please be sure that payment arrangements are fully understood by contacting your salesperson prior to receipt of material. Failure to fulfill this obligation does not negate the delivery charges or the restocking charges if applicable.
  
5. The customer agrees to be present and/or have an acting representative with decision-making capabilities present at delivery site to sign for materials. All materials must be counted and accounted for at the time of delivery. No claims will be honored after the delivery is signed for as accepted. All signed invoices constitute that proper quantities have been received and that the material is in good condition. INITIALS

Customer Name: \_\_\_\_\_  
Print Name

Customer Address: \_\_\_\_\_  
Street Address City Zip

Contact Phone #'s: \_\_\_\_\_  
Home Work Mobile/Pager Other

I, \_\_\_\_\_, hereby understand and agree to the above  
Print Name noted terms and conditions.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

# DELIVERY INFORMATION SHEET

INVOICE #: \_\_\_\_\_ SALESPERSON: \_\_\_\_\_

DELIVERY DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

INVOICED TO: \_\_\_\_\_ PHONE: \_\_\_\_\_

DELIVERY ADDRESS: \_\_\_\_\_

CITY, STATE & ZIP CODE: \_\_\_\_\_

SUBDIVISION: \_\_\_\_\_ GATE CODE: \_\_\_\_\_

DELIVERY CHARGE: \$ \_\_\_\_\_ APPROVED BY: \_\_\_\_\_

SITE CONTACT NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_

CONTRACTOR: \_\_\_\_\_ PHONE: \_\_\_\_\_

NEW CONSTRUCTION       REMODEL       STOREFRONT

MAJOR CROSS STREETS: \_\_\_\_\_

Right Left -OR- N S E W ON: \_\_\_\_\_

Right Left -OR- N S E W ON: \_\_\_\_\_

Right Left -OR- N S E W ON: \_\_\_\_\_

Right Left -OR- N S E W ON: \_\_\_\_\_

Right Left -OR- N S E W ON: \_\_\_\_\_

Right Left -OR- N S E W ON: \_\_\_\_\_

SPECIAL INSTRUCTIONS: (Call before, Drop certain spot, Forklift on site, etc.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

-----FOR WAREHOUSE USE ONLY-----

PULL ORDER FROM     RAY RD       EXTENSION       BASELINE

TOTAL DELIVERY WEIGHT: \_\_\_\_\_

TOTAL PALLET: \_\_\_\_\_

TOTAL TRUCKS: \_\_\_\_\_