

Ollix Order Damage Report

Showhomes Nature Coast

1-16-2024

I spoke with customer service on Friday January 12th to let them know about significant damage on the order that was delivered on Thursday January 11th. Below are the details and pictures of the items that were damaged.

Several of the pallets arrived in very bad condition with items sticking out of the shrink wrap. One two pallets they were packed incorrectly with lighter items such as artwork packed between heavy items. During transit the weight of the heavier items on top crushed many boxes and caused the pallet to lean and cause additional damage.



Customer: OLLY
Ship To: Eryn Ogren
Tracking Number: 120221228043241
Shipping Method:
Package Count:
Ship Date: 12/5/2023
Batch #: 5151

12/5/2023

MADE IN INDIA
NET WT: 28 KGS
GROSS WT: 28 KGS
MEAS: 48" X 40" X 40" DIM

TEAM LIFT





Carrier BOL:

CARTON. 4 OF

UPC: 675716531201

ITEM#: PPF18-0187

COLOR: Sand

QUANTITY: 1

DESCRIPTION:
Cirque 28" stool (set of 2)

UCC129 BARCODE

(00) 0 0 675716

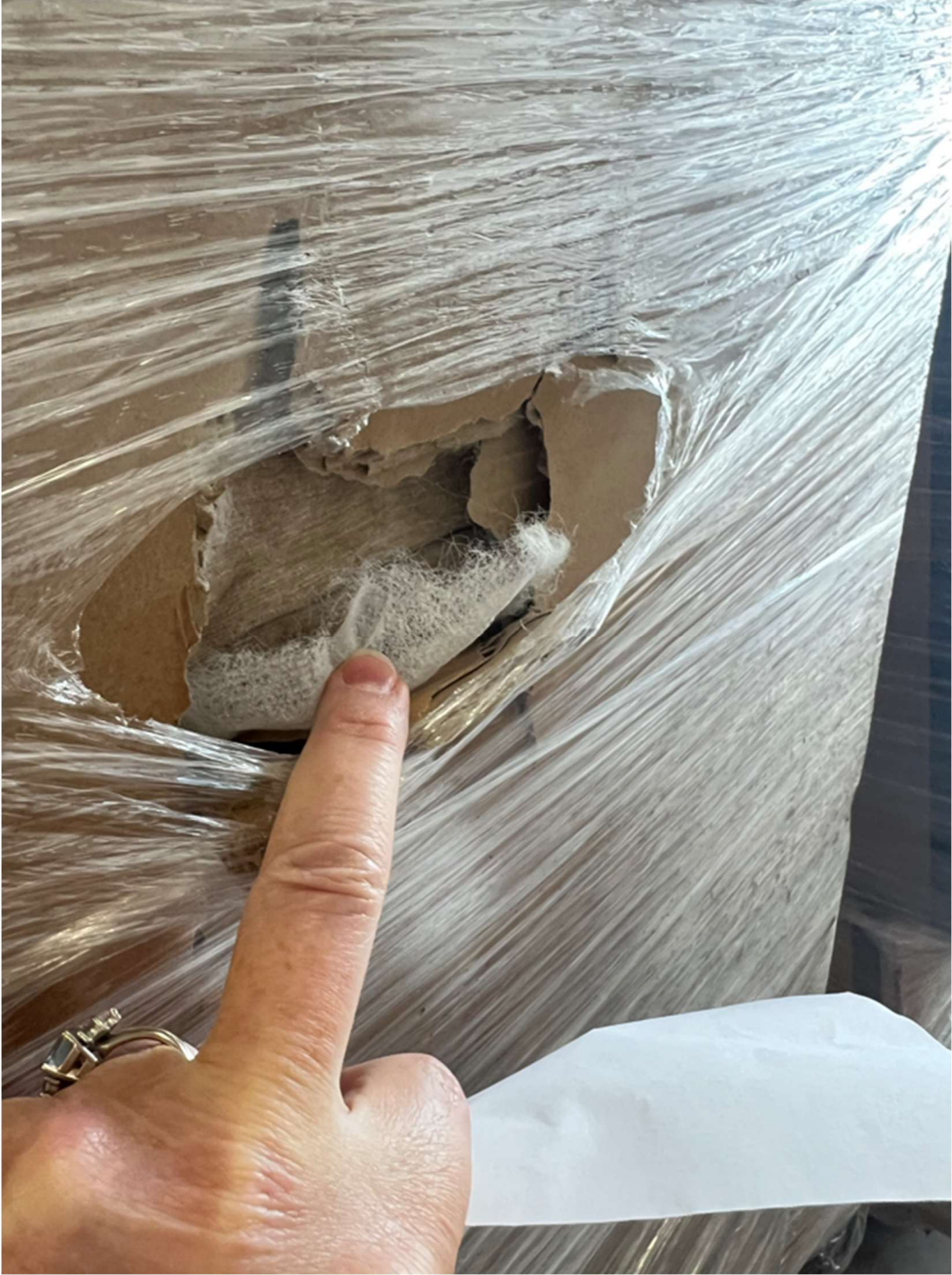


ME
ME
OT









SHIP TO:

Eryn Ogren
Eryn Ogren
13454 Chambord Street
Brooksville, FL 34613

Eryn Ogren

PO#: 20765238

Ship Date: 12-05-2023

Total Cartons: 9

Total Units: 9

Pallet#: 3 OF 3

Mixed Pallet



(00) 1 0675716 800297217 3



SHIP TO:
Eryn Ogren
Eryn Ogren
1064 Chamber Street
Bourville, FL 34513

Eryn Ogren

PO#: 20762

Ship Date: 12-05-2023
Total Chans: 8

Pallet#: 2 OF 2

Mixed Pallet



Customer: **OLLIX**

Ship To: **Eryn Ogren**

Routing Number: **R20231ZZ280452241**

PO#: **20765238**

Carton Count: _____ OF _____

Pallet Count: _____

Ship Date: **12/5/2023**

5151





As you can see in the photos two of the three pallets had significant damage even prior to the shrink wrap being taken off.

Below are the individual items that were damaged in the order.

ITEM 1: OWEN BUTTON TUFTED ACCENT CHAIR



Qwen Button Tufted Accent Chair

by Madison Park Item No. : FPF18-0513 Ref # :

Size : See below

Color : Grey

Qty This Shipment : 4 Qty : 4 Total Shipped : 4 B/O Qty : 0

Carrier : AAA Cooper Transportation

Tracking No : [YTZ8K4TRVKZDZZZ](#)

Price : \$129.94

Subtotal : \$519.76

One of these chairs were damaged with cuts to the back of the chair which also impacted the front where the tuft was attached.



Floor L

Team Lift

NELLE/CASSIE

8-051

60

SH
E &
311











ITEM 2: CATALINE CHANNEL TUFTED UPHOLSTERED PLATFORM BED was crushed and marked



Catalina Channel Tufted Upholstered Platform Bed

by 510 Design Item No. : 5DS115-0008 Ref # :

Size : King

Color : Tan

Qty This Shipment : 1 Qty : 1 Total Shipped : 1 B/O Qty : 0

Carrier : AAA Cooper Transportation

Tracking No : [YTZ8K4TRVKZDZZZ](#)

Price : \$232.58

Subtotal : \$232.58









ITEM 3: BRODY WING DINING CHAIR – damage to one of the chair back legs



Brody Wing Dining Chair (Set of 2)

by Madison Park Item No. : FPF20-0384 Ref # :

Size : See below Color : Taupe

Qty This Shipment : 4 Qty : 4 Total Shipped : 4 B/O Qty : 0

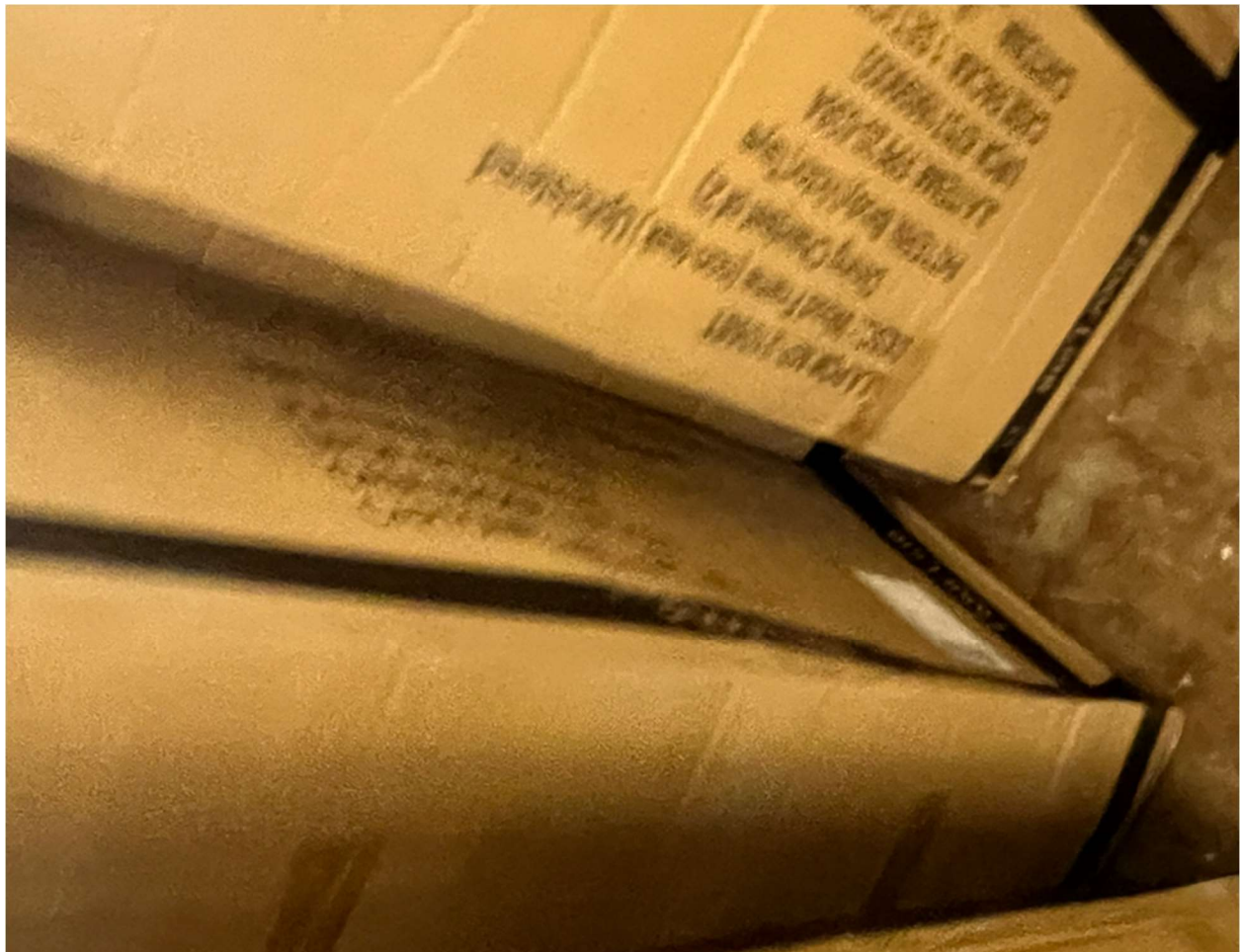
Carrier : AAA Cooper Transportation

Tracking No : [YTZ8K4TRVKZDZZZ](#)

Price : \$93.03

Subtotal : \$372.12

The corner of the box where the leg was at











ITEM #4: Kent Framed Canvas – crushed on the side



Kent Framed Embelished Canvas - Iron

by INK+IVY Item No. : II95C-0148 Ref # :

Size : See below Color : Orange

Qty This Shipment : 1 Qty : 1 Total Shipped : 1 B/O Qty : 0

Carrier : AAA Cooper Transportation

Tracking No : [YTZ8K4TRVKZDZZZ](#)

Price : \$54.72

Subtotal : \$54.72

SLAPO#: WA-220728

PATTERN: Kent

SLATEM#: 1195C-0148

UPC#: 022164230338

CASEPACK: 1

CARTON#: _____ OF 100

CART





ITEM #5: Jana Double Embellished Canvas was crushed



Jana Double Embellished Canvas - Golden

by Madison Park Item No. : MP95C-0311 Ref # :

Size : See below

Color : Blue

Qty This Shipment : 1 Qty : 1 Total Shipped : 1 B/O Qty : 0

Carrier : AAA Cooper Transportation

Tracking No : [YTZ8K4TRVKZDZZZ](#)

Price : \$46.07

Subtotal : \$46.07









