



CONCRETE ORDERING GUIDELINES

STANDARD HOURS OF OPERATION

	<u>Pit and Office</u>	<u>Concrete Placement</u>
Monday - Friday	7 AM to 3:30 PM	7 AM to 5 PM
Saturday	Closed	7 AM to 12 PM

- Saturday deliveries and those made outside standard hours are subject to extra fees due to the overtime hours for the driver(s).
- Saturday deliveries must be confirmed by Wednesday before 12 PM.
- Will call orders must be confirmed before 12 PM the day prior to delivery.
- Our goal is on time deliveries! However, deliveries within 15 minutes of the scheduled time will be considered on time.

ORDERS

- All orders need to be placed through the office.
- We understand miscalculations and changes may occur, but balance loads cannot be made immediately and will be made on the next available truck.
- Providing inaccurate location information may result in additional truck charges when we can't find your location.
- Will-call orders are strictly based on availability. You will lose your will-call position to a firm order.
- To ensure consistency, our minimum batch size is 3 yards. If you can't take 3 yards, we will take it as returned concrete.
- All loads less than 4 yards are subject to a part-load surcharge.
- Orders are charged at the time of batching onto the credit card number used to place the order, unless a credit account has been established prior. Accounts must be established a minimum of 7 days prior.

DELIVERIES

- It is assumed that it will take about 50 minutes to offload a truck. Should it take any longer to offload or if the customer-requested truck spacing is too close, an hourly truck charge of \$150/hour will be charged.
- All tickets are required to be signed by the customer/contractor at the time of delivery.

COLORED CONCRETE

- Color requests need to be provided at the time of order. MasterColor options are available on our website.
- Custom color requests can be completed with advance notice.
- If multiple color loads are going to be placed at the same location, please let us know when you order to ensure material consistency.
- Color charts provided by MasterColor are an approximation. If exact color matching is important, please provide an actual sample panel.

BELT TRUCK

- Hourly rate is billed portal to portal, plus a per yard surcharge.

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