



# CONCRETE ORDERING GUIDELINES

## STANDARD HOURS OF OPERATION

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

- Orders that are cancelled without 24-hour notice will be subject to a truck fee of \$150/hour.
- 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 may 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 5 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 than 5 minutes per yard 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.

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