

Item	Description	Charge/Conditions
Operating Hours	Monday to Friday 6:00 am to 6.00pm - Subject to operational conditions.	
	Office hours - Monday to Friday 6:00am to 4:30pm.	
	Saturday - 6.00am to 11am - Subject to operational conditions. Booked jobs only.	
Pricing	All pricing is + GST unless specifically noted.	All quotes are private and confidential, disclosure of quoted prices will result in cancellation of quote.
	All quoted pricing will be held for the agreed period barring unforeseen circumstances.	
	Any quote inactive for 60 days will become expired.	
	Pricing is subject to change without notice, please ensure your quoted pricing is current at time of order placement.	
Payment	Credit Card Payments: All bookings made without an SPS approved trading account require credit card details to be provided at time of booking. Any cancellation fee's, waiting time, requested extras, additional loads, site incidentals etc. will be charged accordingly to either credit card or trade account.	5% + gst cash handling fee for cash paid to driver/cash to office. Please direct deposit cash to bank to avoid surcharge.
	Cash Payments & Cash Handling Fee: Maximum cash payment is \$3,000.00 (inc GST), any cash payment greater than \$3,000.00 must be deposited into SPS Concrete bank account prior to job proceeding. Cash handling fee is applicable for all bookings wishing to pay cash to the driver. To avoid cash handling fee's, customers can direct deposit cash payments to SPS bank; details upon request. Credit card details are still required at time of booking/prior to job proceeding with any outstanding charges charged to the provided credit card.	
Minimum Loads	Minimum load charges apply on all orders/loads below 3.0m3.	\$15.00 + gst per 0.1m3 below 3.0m3.
	Minimum 0.6m3 batch size per load for standard concrete.	
	Minimum 1.0m3 batch size for exposed and/or coloured concrete.	
	Typical load sizes are up to 3.0m3 max capacity for minis, up to 7.2m3 max capacity for Twin Steer. Unless specifically requested, delivery vehicle is at the discretion of SPS Concrete to achieve quantity ordered.	
Booking Cancellations & Fee's	Late cancellation of concrete booking may result in charges at the discretion of SPS Concrete. All charges will be invoiced to account, or charged to customer credit card.	
	Cancellation charges apply to reduction in bookings, equal to difference of original booking to supplied quantity.	
	All cancellations will be charged per load, based on the number of loads required to complete booking.	
	Cancellation Fee's: Any booking cancelled or reduced less than two (2) normal business days notice prior to booking. Normal business day is Monday to Friday.	Charged Per Cancelled/Reduced Load/s + GST \$ 180.00 <i>(Example: 3 x loads cancelled/reduced from original booking = 3 x \$180.00 +GST, \$540.00 +GST cancellation fee.)</i>
	Saturday Cancellation: Any confirmed order cancelled on Saturday prior to truck being loaded will incur an additional Saturday cancellation fee to the above schedule of cancellation charges.	Additional \$300.00 to applicable above rates.
Confirmed Orders	1. Any order once confirmed will be batched for delivery as scheduled unless advised otherwise.	
	2. Any confirmed order once batched will be charged to the customer.	
	3. Any cancelled loads once batched will be charged a disposal fee based on m3.	
	4. All orders booked for delivery before 8:55am need to be confirmed before 12pm the prior business day.	
	5. To allow sufficient time to batch and arrive on time, SPS requests booking confirmation to be a minimum 90 minutes on standard zone delivery. Confirmation shorter than 90 minutes notification may result in late delivery or missing requested delivery timing.	
Plus Loads	Please note: Plus loads will be sent on the first available truck, allocated when the plus load is called through.	Additional plus load surcharges guide: Booked plus load - \$0.00 Un-booked: 2nd plus load - \$50.00 Un-booked: 3rd plus load - \$100.00 Un-booked: 4th plus load - \$150.00 Un-booked: 5th plus load - \$200.00 Un-booked: 6th plus load or more - \$250.00 At the discretion of SPS Concrete.
	Additional plus loads: Please ensure accuracy when booking to ensure service can be provided. If more than 1x plus load required without previous notification - surcharges may be incurred. While our best endeavour will always be made, plus loads beyond booked quantity/plus load, cannot be guaranteed supply. Surcharges may apply.	
	Additional plus load surcharges: Additional plus loads beyond booking amount will be subject to a surcharge at the discretion of SPS Concrete.	
Additional Travel	Standard delivered pricing per m3 is based on supply within a 20km radius of SPS Concrete operation at Ningi or Bells Creek. Additional charges may apply to locations outside this radius at the discretion of SPS Concrete. Please confirm at time of order placement.	
	Twin Steer - Zone 1 - 20.01km to 40.0km:	\$12.50 p/m3 based on full 7.2m3 load size (\$90.00 + gst per delivery)
	Twin Steer - Zone 2 - 40.01km to 60.0km:	\$25.00 p/m3 based on full 7.2m3 load size (\$180.00 + gst per delivery)
	Mini - Zone 1 - 20.01km to 40.0km:	\$27.08 p/m3 based on full 3.0m3 load size (\$81.25 + gst per delivery)
	Mini - Zone 2 - 40.01km to 60.0km:	\$54.16 p/m3 based on full 3.0m3 load size (\$162.50 + gst per delivery)
	Delivery beyond Zone 2 is available upon request, please check for pricing and service requirements.	POA

Delivery & Site Access	Kerbside Delivery: <u>ALL</u> SPS concrete delivery is to kerbside, provision of suitable site access is the responsibility of the customer.	
	Futile delivery: Any delivery unable to be discharged will be charged in full to the customer, additional disposal fees will also apply.	\$75.00 p/m3 - Minimum 1m3, charged on full m3 rounded up.
	Site Incidents: while all care is taken, any damage caused beyond kerbside is the responsibility of the customer. Charges will apply if any damage to SPS Concrete property onsite.	POA
	Towing Removal: Any delivery requiring tow truck removal from customer site due to site conditions, will be charged the full fee of the external towing, plus any damage caused to the agitator truck.	POA
	Site Wash Down Area: Provision of on-site wash area is required for each delivery.	
	Agitator Trucks: At no point are any personnel other than directly appointed by SPS Concrete permitted to perform works on any SPS agitator or agitator working on behalf of SPS Concrete. Any damage caused to SPS Concrete agitator or agitator working on behalf of SPS Concrete will be charged to the customer.	
Waiting Time	Site time allowed per load - 4.01m3 to 7.2m3	40 minutes
	Site time allowed per load - 1.51m3 to 4.0m3	30 minutes
	Site time allowed per load - 0.6m3 to 1.5m3	20 minutes
	Monday to Friday: Waiting time over standard allowable time	\$2.50 +gst per minute in 15 minute increments.
	Saturday: Waiting time over standard allowable time	\$4.50 +gst per minute in 15 minute increments.
	All trucks are camera & GPS monitored.	
Water Addition onsite	All concrete is batched as per specification to reach target strength and slump. Any additional water added onsite at the request of the customer or customer's representative will be noted on delivery docket and if practical must be signed for, as additional water may impact performance and no longer be warranted. Testing is available upon request.	
Concrete Testing	Provision of testing via any 3rd party testing company is subject to additional surcharges for travel, waiting time, requested early/out of hours service, additional cylinders requested beyond standard 3 x cylinder testing etc. Minimum 24hrs notice required for onsite testing. Additional testing available upon request, pricing TBA pending project requirements. Waiting time applicable if job is not ready or held onsite for any reason, travel charges may apply to some areas. Please check at time of booking. Additional testing surcharges may be applicable for on-site waiting time.	Standard 3 x cylinder compressive test - \$300 per test + GST (subject to change without notice) Additional cylinder - POA Testing travel charges - POA Waiting time charges - POA Out of hours service request, before 6am - POA
Concrete Testing Cancellation	Cancellation fees will be charged for cancellation of booked onsite testing without 24hr notice, this will be charged at 70% of the requested testing booked.	POA
Returned Concrete	Returned concrete is charged at SPS Concrete Ningi and Bells Creek plants.	\$75.00 p/m3 - Minimum 1m3, charged on full m3 rounded up.
Special Orders	Please allow minimum 72hrs notice for Special orders, including water proofing, colour oxides, fibres, or other special order requirements. Special order delivery fee subject to product ordered - Price TBA.	POA
	All colour oxides and special orders must be paid for in full once ordered, regardless if the job is cancelled for any reason, including customer change of mind, or required quantity. Any excess oxide cannot be guaranteed storage beyond completion of job.	POA
	Oxide delivery fee per ordered quantity up to 1 x full pallet, payable per pallet ordered thereafter.	\$100 per pallet
Exposed Aggregate Concrete, Raw Materials & Finished Product.	Exposed aggregate concrete displays, images and samples of SPS Concrete mixes are indicative only of the product to be supplied. While all mixes are batched to specific mix design, the finish of any mix is the responsibility of the concretor and may vary, no responsibility can be taken.	
	SPS Concrete provides no guarantee to the pumpability of our exposed aggregate mixes, doing so is at the sole discretion of the customer, we recommend normal chute discharge and direct placement.	
	All quarried materials utilised in SPS Concrete products are natural and cannot be guaranteed to be impurity free, including iron stone, organic particles, or any particles that may cause spotting, staining or finish irregularities. While all care is taken, no guarantee can be provided, including for variation in raw materials colour, or in any concrete mixes.	
Accelerator Charges	All accelerator is charged per %, per m3, based on MPA of mix ordered. Pricing of accelerator is subject to change without notice, please discuss at time of order placement, all accelerator requested will be charged at the current standard price at time of order placement.	TBA
Retarder Charges	All retarder requested additional to standard level run for the day, will be charged at the current standard price at time of order placement, at the requested additional low/med/high dose rate.	TBA
Disputes	Any disputes will be reviewed and referenced to the relevant Australian Standards.	
Business Etiquette	SPS Concrete will not tolerate abusive behaviour, written or implied, to any employee including agitator operators, office staff, or representatives acting on behalf of SPS Concrete. Any abusive behaviour will result in closure of accounts or no longer being able to supply.	

Note: SPS Concrete terms and conditions of sale are additional to Pacific Silica T'As Southern Pacific Sands standard terms and conditions of sale, available upon request. All terms and conditions are subject to change without notice.