

SERVICE CHARGES

Area - Brisbane, Gold Coast and Sunshine Coast

Effective Date – 1 January 2024

Expires - 30 June 2024*

*Subject to changes with 30 days notice

ITEM	DESCRIPTION	CHARGE
		All rates are exclusive of GST
Normal Operating Hours	Monday to Friday – 6:00am to 4:00pm	Not applicable
	Note: All public holidays are treated as a Sunday	
Outside Hours Charge	Monday to Friday – 4:00am to 6:00am	\$7.00/m ³ (min charge of \$28.00)
	Note: Rates are applied as "On site times"	
	Monday to Friday – 4:00pm to 6:00pm	\$7.00/m ³ (min charge of \$28.00)
	Monday to Friday – 6:00pm to 4:00am*	\$45.00/m ³ (min charge of \$180.00)
	*including to 4am Saturday	
	Saturday – 12:00am to 4:00am	\$45.00/m ³ (min charge of \$180.00)
	Saturday – 4:00am to 12:00noon	\$7.00/m ³ (min charge of \$28.00)
	Saturday – 12:00noon to 4:00pm	\$30.00/m ³ (min charge of \$120.00)
	Saturday – 4:00pm to Monday 4:00am	\$45.00/m ³ (min charge of \$180.00)
Plant After Hours Service Fee	Applies to any supply outside Normal Operating Hours.	\$2,500 per event
	Note: In addition Outside Hours Charge will also apply.	(includes one plant, one batcher and one truck for a period of 4 hours)
	Note: A minimum of 72 hours notice is required prior to delivery	Minimum of 24 hours notice required for all cancellations otherwise fee will be charged regardless of supply.
		Over 4 hours \$500/hour or part thereof Extra truck hire \$125/hour with a minimum charge of 4 hours per event
Order Cancellation	Applies when a pour is cancelled or rescheduled after 10:00am on the business day prior to scheduled delivery:	
	Less than 25m ³	\$500 per event
	25 to 100m ³	\$1,750 per event
	More than 100m ³	\$3,500 per event
Excess Discharge Time (Waiting Time)	Applies after first 30 minutes on site	
	- Normal Operating Hours	\$3.10/minute after 30 minutes
	- Outside normal Operating Hours	\$6.20/minute after 30 minutes
Truck Standby Fee	Applies outside Normal Operating Hours when an order does not proceed at the original booked time or when delays occur in excess of one hour (with less than 24 hour notice)	\$180.00/hour/truck on a pro rata basis after first hour
Distance Charge	Applies to deliveries greater than 25kms from the nearest plant outside the metropolitan area	\$3.00/m ³ /km
Minimum Load Charge	Applies to Maxi loads less than 4.0m ³ up to 25kms (excludes Mini Truck Deliveries)	\$80.00 per undelivered m ³ (or part thereof) less than 4.0 m ³
	For loads less than 4.0m ³ delivered greater than 25kms outside the metropolitan area	\$3.00/m ³ /km
Mini Trucks Charge	All loads requested to be delivered in a mini truck will be charged a Load Fee per truck load. (in lieu of minimum load charge)	\$160.00 per load
Returned Product Handling Fee	Applies to any unused concrete returned from site. On all occasions, customers will be given the choice of taking excess concrete on their site, or have it returned to Hanson for disposal at the following costs.	\$1,000 per return per truck regardless of quantity
Slump Modification	For increased slump greater than 80mm a charge per additional 20mm applies.	\$3.00 per 20mm of slump (or part thereof)
	No deductions apply for slumps less than 80mm	
Manual Additions	All manual additions made at Hanson concrete plant to be added by Hanson Staff only on top of the ordered mix recipe. Product disclaimers will apply.	POA
Blowback	When pump lines are cleared into the back of a concrete truck (subject to prior approval in writing with OH&S compliance only) - Charge to include returned product handling fee	POA
Sure-set	Gold	\$20.00/m ³
	Silver	\$10.00/m ³
	Bronze	\$7.00/m ³
Small Aggregate	7mm stone or smaller	\$10.00/m ³
	10mm	\$7.00/m ³
	Other Aggregates Sizes	POA

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Plant Delay Fees	Delays to the Hanson production process due to: 1. Changes to the agreed starting time, or 2. Changes to the agreed consumption rate, or 3. Holding trucks on site in excess of 60 minutes	Hanson reserves the right to recover costs up to \$15,000 per hour
Administration Fee	Replacement invoices or delivery dockets	\$7.00/copy
Temperature Control	Compliance with any temperature specification is not included, however temperature controlled mixes can be supplied	
Concrete Testing	Refer Technical Services Charges attached or provided separately	

Please note: all service charges and testing charges will be applied over and above rates charged for concrete.
All charges are subject to change without notice.

Product Testing

- Please note testing may be sub contracted. The ordering of testing by the customer is taken as approval to use alternative NATA approved contractors.

Imagecreteexpose® (Exposed Aggregate Concrete) and **Imagecretepolish®** (Polished Concrete)

- For Quality Assurance purposes, Imagecreteexpose and Imagecretepolish will be batched and sold as a 1.0m³ minimum with 0.1m³ increments.
- Pumpability of Imagecreteexpose® and Imagecretepolish® is not guaranteed and we recommend that alternate methods of placement be used (eg crane and kibble).
- Raw materials used in the Imagecreteexpose® and Imagecretepolish® range are products of nature and therefore subject to variation in consistency, appearance, quality and texture. Any samples shown in brochures or at displays are indicative and illustrative only of the type of finish expected.
- Displays are typically shown with a full exposure and customers must advise their concretor as to the desired finish they require (ie. Full, Medium or Light Exposure).
- No guarantee of product colour or textured finish is given or implied. Aggregates may contain natural impurities such as ironstone, which may cause rust staining. To reduce the impact of these variations we recommend this product be sealed.
- Minimum 72 hours notice is required prior to delivery excluding standard range.

Imagecretecolour® (Coloured Concrete)

- For Quality Assurance purposes, Imagecretecolour® or concrete containing liquid colour will be batched and sold as a 1.0m³ minimum with 0.1 m³ increments thereafter.
- Concrete containing coloured oxide will be batched and sold in 1.0 m³ increments only.
- Minimum 72 hours notice is required prior to delivery

Delivery Notice - Special Mixes

- For all special mixes not mentioned above a minimum of 72 hours notice is required prior to delivery.

Waterproof Concrete

- Hanson does not guarantee waterproofness or impermeability of concrete or any resultant structure when a specification calls for the inclusion into a mix of a permeability reducing admixture or water proof admixture treated concrete.
- Minimum 72 hours notice is required prior to delivery

Load Size Restrictions

- To comply with quality assurance certain standard products will be sold and batched with a minimum load size of 1.0m³ and quantity increments will apply.
- For certain non-standard products, and all products above 50MPa will be sold and batched with a minimum load size of 2.0m³ and quantity increments will apply.
- These load size restrictions may change periodically. For further information please contact your Hanson representative.

Shrinkage Specification

- Shrinkage specification is based on laboratory test results as per AS1012. Site testing could result in variations in test results of up to ±150 microstrain.

Contract Documents

- Hanson reserves the right to negotiate all conditions contained in any contract/agreement documentation. Until such negotiations have taken place Hanson Terms and Conditions of Sale, which have been included with this submission, will take precedence.

Raw Material Changes

- Industry supply constraints may require any submitted mix designs to vary without notice. Changes in available quantities of Cement, Fly Ash, Sand and Aggregate may mean mix designs are modified in order to maintain supply of concrete to your project and are therefore unavoidable. Our technical team will ensure mix designs are varied using raw materials with similar physical and performance characteristics complying with relevant specification and performance standards.

Steel Fibres

- Supply and price of concrete that includes steel fibres is dependent on the availability and raw material cost at time of order placement.
- Therefore, Hanson cannot provide fixed price or guarantee of delivery for this type of concrete

Payment Terms and GST

- Cash sales – payment required prior to delivery
- Credit accounts – within any credit period granted in writing by Hanson
- All rates are exclusive of GST

Credit Card Payments

- Hanson has the option for account customers to pay their invoices via credit card. This payment method will attract a surcharge of 1.3% for MasterCard and Visa and 2.35% for AMEX.

TECHNICAL SERVICES CHARGES

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STANDARD TESTING SERVICES

Monday to Friday between 6:00 am and 4:00 pm

Note: All public holidays are treated as a Sunday

Minimum 24 hours notice to book testing and any changes to order within that time will be subject to availability.

Testing requirements should be advised at the time of booking.

	Test Method	CHARGE	BILLING UNIT
Standard Compression Test - 100mm cylinders (minimum of 3 cylinders)	AS 1012.1, AS 1012.3.1, AS 1012.8.1, AS 1012.9, AS 1012.12.1	\$215	per set
1 Day Compression Test - 100mm Cylinders	AS 1012.1, AS 1012.3.1, AS 1012.8.1, AS 1012.9, AS 1012.12.1	\$125	per cylinder
Extra Compression Test - 100mm Cylinders (minimum 2 days from cast)	AS 1012.1, AS 1012.3.1, AS 1012.8.1, AS 1012.9, AS 1012.12.1	\$73	per cylinder
Slump Only	AS 1012.3.1	\$125	each
Extra Slump Test	AS 1012.3.1	\$35	each
Standard Flexural Test - 100mm Beams (minimum of 3) Brisbane, Gold Coast Sunshine Coast	AS 1012.8.2, AS 1012.11	\$180 POA	per beam per beam
Standard Indirect Tensile Test - 150mm Cylinders (minimum of 3) Brisbane, Gold Coast Sunshine Coast	AS 1012.10	\$280 POA	per cylinder per cylinder
Standard Shrinkage Test - 75mm Prisms (minimum of 3) Brisbane, Gold Coast Sunshine Coast	AS 1012.8.4	\$550 POA	per set per set
Sample Only - 100mm Cylinders (minimum of 3)	AS1012.8.1	\$50	per cylinder
Crush Only - Cylinders must be delivered to Laboratory	AS 1012.9	\$40	per cylinder

All rates are exclusive of GST

ADDITIONAL TESTING AND OTHER ITEMS

Air Content Brisbane, Gold Coast Sunshine Coast	AS 1012.4.2	\$170 POA	each each
Bleed Brisbane, Gold Coast Sunshine Coast	AS 1012.6	\$400 POA	each each
Grout Test - 75mm/50mm Cubes (minimum of 3) Brisbane, Gold Coast Sunshine Coast	AS 1012.8.3, AS 1012.9	\$205 POA	per test per test
Extra Grout Cube Brisbane, Gold Coast Sunshine Coast	AS 1012.8.3	\$70 POA	per cube per cube
Residual Flexural Strength Brisbane, Gold Coast Sunshine Coast	EN 14651	\$480 POA	per test per test
Residual Flexural Toughness Brisbane, Gold Coast Sunshine Coast	ASTM C1550	\$480 POA	per test per test
Core Test (Cure, cap, crush & report only) Brisbane, Gold Coast Sunshine Coast	AS 1012.14	\$100 POA	per core per core

For other test types and charges, please refer to the local Hanson Technical Service Centre for further details.

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Test Method

CHARGE

BILLING UNIT

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Thermal Probe Brisbane, Gold Coast Sunshine Coast		POA POA	per sensor
Thermal Monitoring Equipment Only (7 Days) Brisbane, Gold Coast Sunshine Coast		\$500 POA	per test per test
Thermal Monitoring Full Support (7 Days) Brisbane, Gold Coast Sunshine Coast		\$1,000 POA	per test per test
Insitu Concrete Maturity Curve		POA	
Mass Per Unit Volume	AS 1012.5	\$165	per test
Steel Fibre Count Brisbane, Gold Coast Sunshine Coast	I.S. EN 14721+A1:2007	\$400 POA	per test per test
Schmidt Hammer Test & report Brisbane, Gold Coast Sunshine Coast	(ASTM) C805/C 805M	\$1,000 POA	per test per test

ADDITIONAL CHARGES

In addition to the above rates

Site Supervision (plus any applicable testing charges)		\$95	per hour
Late Cancellation of Testing - within an hour of scheduled		\$200	each
Slow Testing Surcharge (Waiting Time) Applies if there is greater than 30 minutes between tests or delays to original start time Normal Operating Hours Outside Normal Operating Hours		\$3 \$4	per minute after 30 mins per minute after 30 mins
Saturday 6:00am - 12:00pm - Additional to Standard above		\$20	per cylinder
Testing Surcharge Weekday Testing 4:00pm - 6:00am Additional to Standard Above - Min 4 hours		\$20 \$60	per cylinder per hour
Saturday 12:00pm to Monday 6:00am & Public Holidays Additional to Standard Above - Min 4 hours		\$20 \$80	per cylinder per hour
Moulds Lost, Damaged or Stolen from Site		\$180 \$600 \$860	per mould (cylinder) per mould (flexural) per mould (shrinkage)
Travel Time - Applies outside Brisbane, Gold Coast or Sunshine Coast Metro Area		\$75	per hour
Lab Opening Fee - Applies for after hours crushing, trials, commence curing etc		\$600	per event
Quality Technical Report		\$200	per report
Quality Site Visit		\$250	per visit

MISCELLANEOUS CHARGES

Re-issue of Test Certificates - Plus Additional Charge per Certificate		\$5	each
AS1379 Production Assessment Report		\$480	each
Aggregate / Quarry Testing		POA	
Trial Mix Fee (Does not include associated tests, extra costs associated with non local aggregates will be charged to client)		\$600	per event

Product Testing

- Please note testing may be sub contracted. The ordering of testing by the customer is taken as approval to use alternative NATA approved contractors.
- All additional testing pricing is for an established company site where standard testing is already being provided

For other test types and charges, please refer to the local Hanson Technical Service Centre for further details.