

**SERVICE CHARGES**

Area - Queensland - Country and Northern Territory

Effective Date – 1 January 2024

**Expires - 30 June 2024\***

**\*Subject to changes with 30 days notice**

ITEM	DESCRIPTION	CHARGE
<i>All rates are exclusive of GST</i>		
<b>Normal Operating Hours</b>	Monday to Friday – 6:00am to 5:00pm	Not applicable
Note: All public holidays are treated as a Sunday		
<b>Outside Hours Charge</b>	Monday to Friday – 4:00am to 6:00am	\$9.00/m <sup>3</sup> (min \$36.00 per load)
Note: Rates are applied as "Loading time at plant"		
	Monday to Friday – 5:00pm to 4:00am* *including to 4am Saturday	\$45.00/m <sup>3</sup> (min \$180.00 per load)
	Saturday – 12:00am to 4:00am	\$45.00/m <sup>3</sup> (min \$180.00 per load)
	Saturday – 4:00am to 12:00noon	\$9.00/m <sup>3</sup> (min \$36.00 per load)
	Saturday – 12:00noon to 5:00pm	\$40.00/m <sup>3</sup> (min \$160.00 per load)
	Saturday 5:00pm to Monday 4:00am	\$55.00/m <sup>3</sup> (min \$220.00 per load)
<b>Plant After Hours Service Fee</b>	Applies to any supply outside Normal Operating Hours. Note: In addition Outside Hours Charge will also apply.	Minimum \$2,500 per event (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 48 hours notice required for all cancellations otherwise fee will be charged regardless of supply.	Over 4 hours \$500/hour or part thereof Higher rates may apply subject to location
<b>Order Cancellation</b>	Applies when a pour greater than 100m <sup>3</sup> is cancelled after 10.00am on the day prior to the pour Nightshift requires a minimum of 48 hours notice of cancellation prior to the pour	\$2,500 per event
<b>Excess Discharge Time (Waiting Time)</b>	Applies after first 45 minutes on site - Normal Operating Hours - Outside normal Operating Hours	\$3.30/minute after 45 minutes \$6.60/minute after 45 minutes
<b>Truck Standby Fee</b>	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)	\$200.00/hour/truck on a pro rata basis after first hour
<b>Distance Charge</b>	Applies to loads delivered outside the nominated town area. (For details of nominated town area, contact the local plant)	\$2.20/m <sup>3</sup> /km
<b>Minimum Load Charge</b>	Applies to Maxi loads less than 4.0m <sup>3</sup>  For loads less than 4.0m <sup>3</sup> delivered outside nominated town area (This charge is in addition to the Distance charge above)	\$50.00 per undelivered m <sup>3</sup> (or part thereof) less than 4.0 m <sup>3</sup> \$2.20/m <sup>3</sup> /km
<b>Mini Trucks Charge</b>	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) For loads less than 4.0m <sup>3</sup> delivered outside nominated town area	\$90.00 per load \$2.20/m <sup>3</sup> /km
<b>Returned Product Handling Fee</b>	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.	
	0.4m <sup>3</sup> – 1.0m <sup>3</sup>	\$200.00
	1.1m <sup>3</sup> – 2.0m <sup>3</sup>	\$400.00
	2.1m <sup>3</sup> – 3.0m <sup>3</sup>	\$600.00
	3.1m <sup>3</sup> – 4.0m <sup>3</sup>	\$800.00
	4.1m <sup>3</sup> – 5.0m <sup>3</sup>	\$1,000.00
	5.1m <sup>3</sup> – 6.0m <sup>3</sup>	\$1,200.00
	6.1m <sup>3</sup> – 7.0m <sup>3</sup>	\$1,400.00
	7.1m <sup>3</sup> – 8.0m <sup>3</sup>	\$1,600.00
<b>Slump Modification</b>	For increased slump greater than 80mm a charge per additional 20mm applies. No deductions apply for slumps less than 80mm	\$5.00 per 20mm of slump (or part thereof)
<b>Manual Additions</b>	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
<b>Sure-set</b>	Gold Silver Bronze	\$20.00/m <sup>3</sup> \$10.00/m <sup>3</sup> \$7.00/m <sup>3</sup>
<b>Small Aggregate</b>	10mm stone 10mm stone (Northern Territory) Other aggregate sizes	\$7.00/m <sup>3</sup> \$7.00/m <sup>3</sup> POA

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<b>Plant Delay Fees</b>	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
<b>Administration Fee</b>	Replacement invoices or delivery dockets	\$7.00/copy
<b>Temperature Control</b>	Compliance with any temperature specification is not included, however temperature controlled mixes can be supplied	
<b>Concrete Testing</b>	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 with 30 days 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 1.0m<sup>3</sup> minimum with 0.1m<sup>3</sup> 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 concreter 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 1.0m<sup>3</sup> minimum with 0.1 m<sup>3</sup> increments thereafter.
- Concrete containing coloured oxide will be batched and sold in 1.0 m<sup>3</sup> 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 1.0m<sup>3</sup> 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 2.0m<sup>3</sup> 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.