

SERVICE CHARGES

Area - Western Australia - North West

Effective Date – 1 July 2023

Expires - 30 June 2024*

*Subject to changes with 30 days notice

ITEM	DESCRIPTION	CHARGE
Normal Operating Hours	Monday to Friday – 5:00am to 3:00pm	Not applicable
Note: All public holidays are treated as a Sunday		
Outside Hours Charge	Monday to Friday – 3:00pm to 6:00pm	\$30.00/m ³ (min charge of \$120.00)
Note: Rates are applied as "On site times"	Monday to Friday – 6:00pm to 5:00am* *Including to 5am Saturday	\$30.00/m ³ (min charge of \$120.00)
	Saturday – 5:00am to 12:00noon	\$30.00/m ³ (min charge of \$120.00)
	Saturday – 12:00noon to Monday 5:00am	\$50.00/m ³ (min charge of \$200.00)
Plant After Hours Service Fee	Applies to any supply outside Normal Operating Hours.	\$1,650 per event
Note: A minimum of 24 hours notice is required prior to delivery	Note: In addition Outside Hours Charge will also apply. Minimum of 24 hours notice required for all cancellations otherwise fee will be charged regardless of supply.	(includes one plant, one batcher and one truck for a period of 4 hours) Over 4 hours \$250/hour or part thereof
Order Cancellation	Applies when a pour greater than 100m ³ is cancelled after 3.00pm on the day prior to the pour	\$1,500 per event
Excess Discharge Time (Waiting Time)	Applies after first 45 minutes on site	
	- Normal Operating Hours	\$3.00/minute after 45 minutes
	- Outside normal Operating Hours	\$6.00/minute after 45 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)	\$140.00/hour/truck on a pro rata basis after first hour
Distance Charge	Applies to deliveries greater than 10kms from the nearest plant Unsealed roads	\$2.00/m ³ /km POA
Minimum Load Charge	Applies to Maxi loads less than 4.0m ³	\$50.00 per undelivered m ³ (or part thereof) less than 4.0 m ³
	For loads less than 4.0m ³ delivered greater than 10kms from the nearest plant (This charge is in addition to the Distance charge above)	\$2.00/m ³ /km
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.	
	0.0m ³ – 1.0m ³	\$200.00
	1.1m ³ – 2.0m ³	\$400.00
	2.1m ³ – 3.0m ³	\$600.00
	3.1m ³ – 4.0m ³	\$800.00
	4.1m ³ – 5.0m ³	\$1,000.00
	5.1m ³ – 6.0m ³	\$1,200.00
	6.1m ³ – 7.0m ³	\$1,400.00
Slump Modification	For increased slump greater than 80mm a charge per additional 20mm applies. No deductions apply for slumps less than 80mm	\$6.30 per 20mm of slump (or part thereof)
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
Sure-set	Gold	\$20.00/m ³
	Silver	\$10.00/m ³
	Bronze	\$5.50/m ³
Small Aggregate	10mm stone or smaller	\$10.00/m ³
	14mm	\$5.00/m ³
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
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 with 30 days notice.

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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 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.

Imagecretocolour® (Coloured Concrete)

- For Quality Assurance purposes, Imagecretocolour® 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 1.0% for MasterCard and Visa and 2.04% for AMEX.

TECHNICAL SERVICES CHARGES
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STANDARD TESTING SERVICES

Monday to Friday between 5:00 am and 3:00 pm
Note: All public holidays are treated as a Sunday
All tests to AS1012 and /or AS1379

CHARGE BILLING UNIT
All rates are exclusive of GST

Standard Compression Test - 100mm cylinders (Minimum of 3 cylinders - within 10km of plant) \$2.50 per km thereafter	\$590.00	per test
Extra Compression Test - 100mm cylinders	\$90.00	per cylinder
Extra Slump Test	\$170.00	per hour
Early Age Cylinder Crush	\$150.00	each
Waiting time for Tester	\$170.00	per hour

ADDITIONAL TESTING AND OTHER ITEMS

Air Content (if already on site)	\$120.00	each
Shrinkage Test (set of 3 prisms)	\$1,510.00	per test
Trial Mix (Laboratory)	\$1,600.00	per batch
Chloride Diffusion coefficient (GHD method)	\$1,950.00	per test
Rapid Chloride Penetration (ASTM 1202)	\$1,250.00	per test
Bleed test (AS1012.6)	\$600.00	per test
Re-issue of test certificates (plus additional charge per certificate)	\$20.00	each
Re-printing of test certificates	\$1.00	per page

ADDITIONAL CHARGES

In addition to the above rates

Late Cancellation of Testing	\$260.00	each
Slow Testing Surcharge/Waiting time	\$130.00	per hour
Testing Surcharge Saturday 5:00am – 12:00noon	\$110.00	per hour
Testing Surcharge Monday to Friday 3:00pm – 9:00pm	\$110.00	per hour
Sunday and other after hours charges	POA	

AGGREGATE TESTING

Moisture content	\$57.00	per test
PSD (AS1141.11)	\$85.00	per test
Unit Mass (AS1131.11)	\$135.00	per test
Bulk density and water absorption (AS1141.5 to 6.1)	\$150.00	per test
Material finer than 75 micron (AS1141.12)	\$80.00	per test
Organic impurities (AS1141.34)	\$59.00	per test
Soundness (AS1141.24)	\$385.00	per test
Los Angeles value (AS1141.23)	\$150.00	per test
Light particles (AS1141.31)	\$160.00	per test
Friable particles (AS1141.31)	\$150.00	per test
Potential reactivity of aggregates		
Accelerated mortar bar test (CSIRO method)	\$1,750.00	per test
Concrete prism test	\$2,150.00	per test
Chloride or sulphate content (AS1012.20)	\$170.00	per test
Particle shape (AS1141.14)	\$90.00	per test

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