

SERVICE CHARGES
Area - Perth
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 – 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	\$10.00/m ³ (min charge of \$40.00)
Note: Rates are applied as “On site times”	Monday to Friday – 4:00pm to 6:00pm	\$10.00/m ³ (min charge of \$40.00)
	Monday to Friday – 6:00pm to 4:00am*	\$40.00/m ³ (min charge of \$160.00)
	*including to 4am Saturday	
	Saturday – 4:00am to 6:00am	\$25.00/m ³ (min charge of \$100.00)
	Saturday – 6:00am to 12:00pm	\$15.00/m ³ (min charge of \$60.00)
	Saturday – 12:00noon to 4:00pm	\$25.00/m ³ (min charge of \$100.00)
	Saturday 4:00pm to Monday 4:00am (in addition to Plant After Hours Service Fee)	\$50.00/m ³ (min charge of \$200.00)
Plant After Hours Service Fee	Applies to any supply outside Normal Operating Hours.	\$3,000 per event
Note: A minimum of 72 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 \$600/hour or part thereof Extra truck hire \$150/hour with a minimum charge of 4 hours per event
Order Cancellation	Applies when a pour greater than 100m ³ is cancelled after 3.00pm on the day prior to the pour	\$2,000 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
Distance Charge	Applies to deliveries greater than 25kms from the nearest plant outside the metropolitan area	\$3.00/m ³ /km
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
Minimum Load Charge	Applies to Maxi loads less than 4.0m ³ up to 25kms (excludes Mini Truck Deliveries)	\$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 25kms outside the metropolitan area (This charge is in addition to the Distance charge above)	\$3.00/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.	
	0.1m ³ – 1.0m ³	\$300.00
	1.1m ³ – 2.0m ³	\$500.00
	2.1m ³ – 3.0m ³	\$700.00
	3.1m ³ – 4.0m ³	\$900.00
	4.1m ³ – 5.0m ³	\$1,100.00
	5.1m ³ – 6.0m ³	\$1,300.00
	6.1m ³ – 7.0m ³	\$1,500.00
	7.1m ³ – 8.0m ³	\$1,700.00
	8.1m ³ – 9.0m ³	\$1,900.00
	9.1m ³ – 10.0m ³	\$2,100.00
	10.1m ³ – 11.0m ³	\$2,300.00
	11.1m ³ – 12.0m ³	\$2,500.00
Slump Modification	For increased slump greater than 80mm a charge per additional 20mm applies. No deductions apply for slumps less than 120mm	\$6.00 per 20mm of slump (or part thereof)
	Easycrrete – Slump 120-160mm	POA
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

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Sure-set	Gold	\$24.00/m ³
	Silver	\$12.00/m ³
	Bronze	\$8.00/m ³
Small Aggregate	10mm or less	\$13.00/m ³
	14mm stone	\$5.00/m ³
	Other Aggregates Sizes	POA
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	\$10.00/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 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 2.0m³ 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 2.0m³ 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 6:00 am and 4:00 pm

Note: All public holidays are treated as a Sunday

	Test Method	CHARGE	BILLING UNIT
		All rates are exclusive of GST	
Standard Test – 100mm cylinders (min 4 cylinders and slump/spread)	AS1012.1, 3.1, 8.1, 9 & 12.1	\$225	Per test
J Ring	AS1012.3.5.7(m)	\$100	Per test
Slump Test only (when already on site)	AS1012.1 & AS1012.3.1	\$55	per slump
Slump Test only (includes travel to site)	AS1012.1 & AS1012.3.1	\$140	Per slump
Extra 100mm cylinder	AS1012.8.1, 9 & 12.1	\$55	Per cylinder
Extra 100mm cylinder - Early age results (within 72 hours)	AS1012.8.1, 9 & 12.1	\$85	Per cylinder
Client supplied specimens -100mm cylinder	AS1012.9 & AS1012.12.1	\$60	Per Cylinder
Standard Flexural Test – 100mm beams (min 3 beams)	AS1012.1, 3.1, 8.2, 11, 12.1	\$300	Per test
Extra Flexural test – 100mm beam	AS1012.8.2, 11 & 12.1	\$75	Per beam
Standard Flexural Test – 150mm beams (min 3 beams)	AS1012.1, 3.1, 8.1, 11, 12.1	\$550	Per test
Extra Flexural test – 150mm beam	AS1012.8.2, 11 & 12.1	\$160	Per beam
Grout Test – Cube 75/50mm (set of 3)	AS1012.1, 8.3, 9 & 12.1	\$180	Per test
Extra Cube – Cube 75/50	AS1012.1, 8.3, 9 & 12.1	\$60	Per cube
Extra Cube- Client supplied	AS1012.9 & 12.1	\$55	Per cube
Day Rate (To be based on Specification Testing frequency and accurate daily supply, any additional testing will be as per the technical surcharges)		POA	Per site
Drying Shrinkage	AS1012.8.4 & 13*	\$700	Per shrinkage
Air Content + Mass per unit Volume	AS1012.4.2+ AS1012.5	\$160	Per test
Laboratory Trial Mix- AS1012.2 includes slump, air, mass per unit volume and up to 6 cylinders. Extra testing as per fees		\$2000	Per trial
VPV	AS1012.21	\$400	Per test
Coring	AS1012.14	\$115	Per core
Bleed test	AS1012.6	\$450	Per Test
Chloride & Sulphate	AS1012.20	\$300	Per test
Indirect Tensile	AS1012.10	\$240	Per test
Schmidt Hammer Test & Report	-	\$110	Per hour

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

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AFTER HOURS AND EXTRA CHARGES

	CHARGE	BILLING UNIT
<i>All rates are exclusive of GST</i>		
Laboratory opening fee- Outside normal working hours (plus relevant testing charges)	\$1200	Per item
After hours call out fee (does not include testing charges)	\$500	Per event
After Hours Testing Surcharge		
Weekdays between 16:00pm & 18:00pm	\$250	Per test
Weekdays between 18:00pm and 06:00am	\$400	Per test
Saturdays between 06:00am & 12:00pm	\$250	Per test
Saturdays before 06:00am and after 12:00pm	\$400	Per test
Sundays and Public Holidays	\$400	Per test
Slow Testing Charge (less than 1 standard compression test/hour due to site delays or delays to original start time- tester on site)	\$50	Per 15 mins
Waiting time (waiting time for job onsite, or for job to confirm)	\$50	Per 15 mins
Tester standby (client requires testing but not confirmed)	\$50	Per 15 Mins (from the confirmed time)
Cancellation of Testing within 1 hour of testing booked		
Weekdays between 6:00am - 16:00pm	\$200	Per event
Weekdays between 16:00pm - 18:00pm N.B After hours testing surcharge will also apply	\$250	
Weekdays between 18:00pm - 06:00am N.B After hours testing surcharge will also apply	\$400	
Saturday between 6:00am - 12:00pm N.B After hours testing surcharge will also apply	\$250	
Saturday between 12:00pm and 24:00pm N.B After hours testing surcharge will also apply	\$450	
Lab Opening fee (Sunday/Public Holidays)	\$1200	
Travel Charge (if more than 40km from Laboratory Location)	\$3	Per km
Early Issue of reports/re-issue of reports	\$70	Per Report
Certificate Upload to Portal	\$20	Per Request
Priority Testing (test results tested and reported as per client's request- regardless of age)	\$200	Per cylinder
Test Result Summary – summary of project results	\$300	Per report
Moulds Lost, Damaged, or stolen from site	\$210 \$600 \$800	Per mould(cyl) Per mould (Flex) Per mould (Shrinkage)
Other testing equipment (stolen/damaged)	\$400 Cost of replacement	Per mould (cubes) Per item
Change test age for cylinder / beam testing (after on-site testing has been completed. All requests for change of age must be in writing)	\$50	Per cylinder
Inductions	\$150	Per hour

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