

SERVICE CHARGES

Area - New South Wales Country and Australia Capital Territory

(New South Wales Country covers the Newcastle, Central Coast, Hunter Valley, Illawarra, Picton and Shoalhaven areas. For other areas, please contact your local sales representative)

Valid from – 1 July 2024

Expires on - 30 September 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	Saturday – 6:00am to 12:00 noon	Not applicable
Outside Hours Charge	Monday to Friday – 4:00am to 6:00am	\$45.00/m ³ (min charge of \$180.00)
Note: Rates are applied as “On site times”	Monday to Friday – 4:00pm to 6:00pm	\$45.00/m ³ (min charge of \$180.00)
	Monday to Friday – 6:00pm to 4:00am* *including to 4am Saturday	\$90.00/m ³ (min charge of \$360.00)
	Saturday – 4:00am to 6:00am	\$45.00/m ³ (min charge of \$180.00)
	Saturday – 12:00noon to 4:00pm	\$90.00/m ³ (min charge of \$360.00)
	Saturday 4:00pm to Monday 4:00am (Note: public holidays are treated as a Sunday)	\$90.00/m ³ (min charge of \$360.00)
Plant After Hours Service Fee	Applies to any supply outside Normal Operating Hours. Note: In addition Outside Hours Charge will also apply.	\$3,200 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 24 hours notice required for all cancellations otherwise fee will be charged regardless of supply.	Over 4 hours \$800/hour or part thereof Extra truck hire \$200/hour with a minimum charge of 4 hours per event
Order Cancellation	Applies when a pour under 50m ³ is cancelled after 12.00pm on the day prior to the pour Applies when a pour greater than 50m ³ + is cancelled after 12.00pm on the day prior to the pour	\$5,000 per event \$10,000 per event
Excess Discharge Time (Waiting Time)	Applies after first 45 minutes on site - Normal Operating Hours - Outside normal Operating Hours	\$4.40/minute after 45 minutes \$8.80/minute after 45 minutes
Distance Charge	Applies to deliveries greater than 15kms 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)	\$400.00/hour/truck on a pro rata basis after first hour
Minimum Load Charge	Applies to loads less than 4.0m ³ For loads less than 4.0m ³ delivered greater than 15kms from the nearest plant (This charge is in addition to the Distance charge above) Loads delivered in a mini truck	\$60.00 per undelivered m ³ (or part thereof) less than 4.0 m ³ \$3.00/m ³ /km POA
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	\$400.00
	1.1m ³ – 2.0m ³	\$800.00
	2.1m ³ – 3.0m ³	\$1,200.00
	3.1m ³ – 4.0m ³	\$1,600.00
	4.1m ³ – 5.0m ³	\$2,000.00
	5.1m ³ – 6.0m ³	\$2,400.00
	6.1m ³ – 7.0m ³	\$2,800.00
	7.1m ³ – 8.0m ³	\$3,200.00
	8.1m ³ – 9.0m ³	\$3,600.00
	9.1m ³ – 10.0m ³	\$4,000.00
	10.1m ³ – 11.0m ³	\$4,400.00
	11.1m ³ – 12.0m ³	\$4,800.00
Slump Modification	For increased slump greater than 80mm a charge per additional 20mm applies to a maximum change of an additional 60mm. Higher slump changes No deductions apply for slumps less than 80mm	\$6.00 per 20mm of slump (or part thereof) 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.	\$25.00/m ³

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Sure-set	Gold	\$32.00/m ³
	Silver	\$16.00/m ³
	Bronze	\$8.00/m ³
Small Aggregate	14mm or less	POA
	40mm or more	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	\$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	
Site Supervision	Hanson employee required for site supervision during concrete pours (signed off and approved by customers prior to pour)	\$90.00 per hour

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 1.0m³ 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 waterproof 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.

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

Area - New South Wales and Australia Capital Territory

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STANDARD TESTING SERVICES

Monday to Friday between 6:00 am and 4:00 pm
All tests to AS1012, AS1379 and TfNSW Methods

All tests exclude 0-2 day age information, but include sample, slump, cast, cure, test report at 28 days

CHARGE BILLING UNIT
All rates are exclusive of GST

	CHARGE	BILLING UNIT
100mm cylinders (minimum of 3)		
Sydney metropolitan area	\$300.00	per test
Country areas listed above	\$330.00	per test
Extra single 100mm cylinder		
Sydney metropolitan area	\$100.00	per cylinder
Country areas listed above	\$110.00	per cylinder
Indirect Tensile Test – 150mm cylinders (minimum of 3)	\$340.00	per test
Grout cubes with no slump (minimum of 3)	\$70.00	each
Flexural Testing (3 x (300mm x 100mm x 100mm beams))	\$600.00	per set
100mm cylinders (crush and report only)		
Sydney metropolitan area	\$44.00	per cylinder
100mm cylinders (sample, slump and cast only)	\$71.00	per cylinder
100mm cylinders (0-2 day age surcharge)		
Sydney metropolitan area	\$56.00	per cylinder
Country areas listed above	\$56.00	per cylinder

ADDITIONAL TESTING AND OTHER ITEMS

Slump (if already on-site)	\$56.00	per test
Air Content (if already on-site)	\$120.00	per test
Density of Fresh Concrete (if already on-site)	\$88.00	per test
Density of Hardened Concrete (Method 2)	\$62.00	per test
If in addition to compression cylinders or cores	\$25.00	per test
Dry Shrinkage Testing (sample, cast, cure, measure, report)	\$578.00	per test
Dry Shrinkage Testing (cure, measure, report)	\$404.00	per test
Chloride and Sulphate Test on Hardened Concrete	\$397.00	per test
AAR (alkali reactivity) – Accelerated Mortar Bar (RMS T363, AS 1141.60.1)	\$1,500.00	per test
AAR (alkali reactivity) – Accelerated Mortar Bar (RMS T364, AS 1141.60.2)	\$2,500.00	per test
Trial mixes (design, sample and preparation) Testing is charged at above rates	\$1,345.00	per trial
TfNSW Trial mixes (design, sample and preparation) Testing is charged at above rates	\$2,528.00	per trial
Steel Fibres Count in Plastic Concrete	\$164.00	per test
Sorptivity Test (RMS T362)	\$265.00	per test
Vebe Test	\$66.00	per test
Bleeding Test (site)	\$242.00	per test
Bleeding Test (lab)	\$110.00	per test
Setting Time Test	\$270.00	per test
Visual Slump Only		
Minimum 5 per hour	\$21.00	per test
If less than 5 per hour	\$71.00	per test
Change Crush Date Fee	\$66.00	per request
Slump Flow Test (including T-500 and VSI)	\$83.00	per test
J - Ring Test	\$51.00	per test
Rapid Penetration Test	\$78.00	per test
Permeability Test (Core or Moulded)	\$232.00	each
Voids Test (Core or Moulded)	\$100.00	each
Modulus of Elasticity	\$1,213.00	per test
Thermal testing – Single point dry out test	\$551.00	per test
Thermal testing – Full dry out test	\$1,103.00	per test

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ADDITIONAL CHARGES

In addition to the above rates

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	CHARGE	BILLING UNIT
Site Supervision (with or without cylinders)	\$105 .00	per hour
Slow Testing (one sample per hour)	\$71 .00	per hour
Waiting Time (Pour hasn't commenced)	\$122 .00	per hour
Lab Opening Fee – Monday to Saturday before 6:00am or after 4:00pm	\$717 .00	per item
Lab Special – Sunday and Public Holiday (Minimum 4 hours)	\$717 .00	per item
	\$110 .00	per hour
Testing on-site after hours – Monday to Saturday 6:00pm - 9:00pm (Minimum 4 hours)	\$90 .00	per hour
Testing on-site after hours – Monday to Saturday 9:00pm - 6:00am (Minimum 4 hours)	\$120 .00	per hour
Testing on-site after hours – Saturday 6:00am - 6:00pm (Minimum 4 hours)	\$50 .00	per hour
Testing on-site after hours – Sunday and public holidays – all day (Minimum of 4 hours)	\$100 .00	per hour
Late cancellation of concrete - Normal Hours (Notified within 1 hour of the ordered time or if the tester has arrived on site)	\$331 .00	per cancellation
Late cancellation of concrete - Night Work (Notified within 24 hours of the ordered time)	\$551 .00	per cancellation
Concrete Mix Design Letter	\$166 .00	per letter
Concrete Solutions Specialist general consultancy	\$168 .00	per hour
Concrete Solutions Specialist specification review and mix optimisation	\$168 .00	per hour
Site inspection and technical reporting	\$168 .00	per hour
AS1379 compliance report	\$210 .00	per report
Concrete compressive strength projection report	\$105 .00	per report
MISCELLANEOUS CHARGES		
Re-issue of test certificates	\$61.00	admin fee
Curing box damaged / lost on site	\$386.00	per curing box
100mm Cylinder moulds damaged / lost on site	\$309.00	per mould
Upload Test Certificate	\$12.00	per upload

Product Testing

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