



GOLD
BEST OPERATOR
RECOGNITION SCHEME
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CEMEX
AGGREGATES & ASPHALT
03451 55605111

**Your Aggregate
Prices & Services
Explained.
No hidden extras.**

Effective May 2017

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Welcome

This Brochure will explain the service standards you can expect when purchasing CEMEX Aggregates. Our aim is to provide industry leading and value adding aggregate products and solutions for a wide range of applications and become your partner of choice.

Using this Brochure

This Brochure aims to provide clarity on the most important aspects of CEMEX Aggregates: product quality, pricing, delivery & returns and payment & support.

If you have any further questions after reading this Brochure or would like more information about our product range or services, just contact your nearest CEMEX sales office on the numbers listed at the end of this Brochure.

Our customer service agents will be happy to discuss your requirements and explain anything you need to know.

Alternatively, you may wish to visit our website: www.cemex.co.uk/aggregates

If you are reviewing this Brochure as part of a current offer from us, please read it in conjunction with our quotation and conditions of sale: **www.cemex.co.uk/termsandconditions**



Products and Quality

“100% of our products meet or exceed relevant quality standards.”

Products and Services

Our aim is to provide value adding aggregate solutions which are safe, sustainable, aesthetically pleasing and versatile; making CEMEX Aggregates products your first choice for enhanced quality and performance. We strive to tailor our products and services to suit your specific needs, helping you to solve building challenges.

Quality Guarantee

All aggregate products are independently certified for product conformity and manufactured in accordance with BS EN ISO 9001 and BES 6001.

Product Non-Conformity

If for any reason you have concerns that our product fails to meet the specification, please contact us as soon as possible and allow us a reasonable opportunity to inspect the product. We do ask that this is supported by written notification.

If necessary, we will recall the product and if it is determined to be out of specification, a replacement will be supplied with no charges for waste disposal or replacement.



Our Prices

Prices

We firmly believe our prices are competitive and reflect the quality of service and solutions we provide as well as the complexities of the quarrying industry.

Your quotation will provide itemised product prices and detail any additional surcharges which may apply. These prices exclude VAT and other applicable government levies which would be added at the current rate. The prices we offer aren't fixed and may, on occasion, be subject to increase.

Quotations are valid for 30 days from the date of issue and for the minimum volume shown. We reserve the right to change our price should the order volumes vary significantly from those quoted.

Other Charges

You can always expect the highest standard of customer service from CEMEX and we also believe you should have price transparency which reflects value for money. There are some other charges in our terms and conditions which we would like to make you aware of so there are no surprises.

All prices are based on minimum loads of 20 tonnes. To enable us to maximise the use of our fleet and provide the best possible service, individual deliveries below this minimum will be subject to a 'part load' charge per uncarried tonne. Subject to having received a minimum of 2 full loads, no 'part load' charges shall apply where the order quantity requires a balancing load of less than 20 tonnes for completion.

The first 30 minutes following a delivery vehicle arriving on site are un-levied. However, after this period a 'waiting time' charge will be applied.

As a contribution towards the increased cost of obtaining the necessary operating license; from initially identifying reserves to final restoration of site, we now apply an 'environmental surcharge' which is in addition to your quoted price, whether written or verbal.

Promise

At CEMEX, we measure the effectiveness of our service from the initial enquiry, so you can always expect the highest standards of customer service. If you have an enquiry we are unable to deal with immediately, it is our promise to respond within 24 hours.

For details of our additional product ranges and services, please contact your nearest CEMEX sales office or visit our website:

www.cemex.co.uk/aggregates



Delivery and Returns

Ordering Goods and Delivery

At CEMEX we appreciate the importance of timely deliveries of the correct aggregate products to enable you to deliver a successful project.

“We always aim to deliver within the agreed time frame.”

And if there's a problem, we'll call you.

Occasionally there are circumstances beyond our control which may mean your delivery is delayed. If we cannot meet the agreed time we promise to call you and let you know.

**Our normal delivery hours are:
07:30 – 17:00 Monday to Friday / 07:30 – 12:00 Saturday**

Additional charges will be incurred for deliveries or collections outside our normal working hours.

Receiving our Deliveries

We ask that the person responsible for accepting deliveries on your behalf is present to meet each load and that they are signed for by an authorised person whose signature and printed name are recognisable to your company.

The safety of your employees, subcontractors, the general public and our delivery drivers are of paramount importance to us. If we are unable to make a delivery to site due to unsafe conditions and/or poor access, the product and delivery cost and a returned material charge will apply.

Returned Products

A 'returned product' charge will be incurred on products returned on our delivery vehicles.

Cancellation

A 'cancellation charge' will apply to all ordered loads which are cancelled or reduced after 15:00 hrs on the day prior to the agreed delivery day. This charge also applies to reductions on the day scheduled deliveries are being made.



Payment and Support

Payment

Our payment days are strictly 30 days net for approved accounts. Please be aware, late charges may apply.

Otherwise we do accept cash or card payment which will be required prior to dispatch and may be subject to an administration fee.

We will supply one copy of each delivery note (for proof of delivery) and invoice, free of charge. Further copies are available, on request, though there will be an administration charge for this service.

Our conditions of sale are available at www.cemex.co.uk/termsandconditions

“100% of your enquiries will be dealt with within 24 hours.”

Administration Support

Free online access for copy invoices and proof of delivery documents is available at: www.opustrustweb.co.uk/cemex/

To set up your password please call 01642 628 393

Free access to CEMEX product and marketing literature is available at: www.cemex.co.uk/literature

Free access to CEMEX plant locations is available at: www.cemex.co.uk/locations

For details of our additional product ranges and services, please contact your nearest CEMEX sales office or visit our website: www.cemex.co.uk/aggregates

Please be aware telephone calls may be recorded for training purposes and to improve the quality of our service to you.



The CEMEX Experience

People

It is the people you deal with at CEMEX who really make the difference: understanding, technical knowledge, courtesy and clear communication are the pillars of the CEMEX experience, from your initial enquiry through to reliable delivery and the final invoice.

Solutions

Technical innovation, quality assured and responsibly produced products are the foundation stone of our business. We pride ourselves on providing solutions which are safe, sustainable and versatile, making CEMEX your first choice for enhanced performance.

Passion

We put our heart and soul into everything we do. For us it is about building a long term relationship with you – one that is built on trust and mutual respect. We are different because we care.

These are not just promises: These are commitments.

This Brochure does not form part of our contract and all our supplies are subject to acceptance of CEMEX standard conditions of sale in accordance with our quotation. These are available on request or by visiting www.cemex.co.uk/termsandconditions

CEMEX Aggregates
Cemex House, Evreux Way, Rugby CV21 2DT
0845 155 9208
www.cemex.co.uk/aggregates

Products and services are subject to change without prior notice.



HELPING TO BUILD A **GREATER BRITAIN**