



**Your Readymix
Prices & Services explained.
No hidden extras.**

Effective January 2016

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Welcome

We are delighted that you are thinking about buying Readymix from CEMEX. To help you with your decision, this document explains the service standards you can expect for our range of Readymix products. Our aim is to provide you with industry leading, value adding, construction solutions and to be your partner of choice.

Using this document

As you'll see, we have covered the most important aspects of CEMEX Readymix Product Quality, Delivery and Returns, Pricing and Support in the following pages.

We're sure you will still have some questions, so if you would like more information about our product ranges and services, just contact your nearest CEMEX sales office. Our staff will be happy to discuss your requirements and explain everything you need to know. You can also request detailed brochures to read at your convenience.

If you are reviewing this document as part of a current offer from us, please read this in conjunction with our quotation and Conditions of Sale at www.cemex.co.uk/termsandconditions

Alternatively, you can find out more about CEMEX Readymix by visiting www.cemex.co.uk or calling 0800 667827.



Products and quality

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

Products and Services

Our aim is to provide solutions that are safe, sustainable and versatile, making CEMEX products your first choice for enhanced performance. We tailor our products and services wherever possible to suit our customers' specific needs to help solve building challenges.

Quality Guarantee

All Readymix concrete products are manufactured in accordance with BS EN ISO 9001, BES 6001 and are independently certified under the Quality Scheme for Ready Mixed Concrete (QSRMC) for product conformity in accordance with the relevant standards.

Product Non-Conformity

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

Our robust quality assurance procedures highlight any deviations in advance, so we can notify you promptly and take action accordingly.

If necessary we'll return the material to our plant for modification however if this is not possible, a replacement will be supplied. You will not be charged for any waste disposal or any replacement if the delivery is agreed to be out of specification.



Our prices

Prices

You'll find that all prices are itemised on your quotations, which will include details of any additional surcharges that may apply. The prices we offer are not fixed and are subject to increase from time to time. All prices are exclusive of Value Added Tax and other Government levies which may be applied. These will be added at the current rate.

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

All our Readymix concrete delivered prices are based on minimum loads of 6.0 cubic metres. Readymix mortar and screed material load sizes do vary so please refer to your quote for further details.

Our quotations are based on material supply from our local plant nearest to your site using locally sourced materials unless otherwise stated.

The price quoted for Readymix concrete is for a supply rate of up to 24 cubic metres per hour unless otherwise agreed. This rate can be increased and further details are available upon request. For our Readymix mortar and screed products please contact your CEMEX sales office for further details of supply rates.

Other Charges

You can always expect the highest standards and outstanding customer service from us and we also believe that you should have price transparency that reflects in value for money. There are some other charges you should be aware of so there are no surprises.

A part load charge will be incurred for all individual deliveries where the delivered quantity is less than the carrying vehicles capacity.

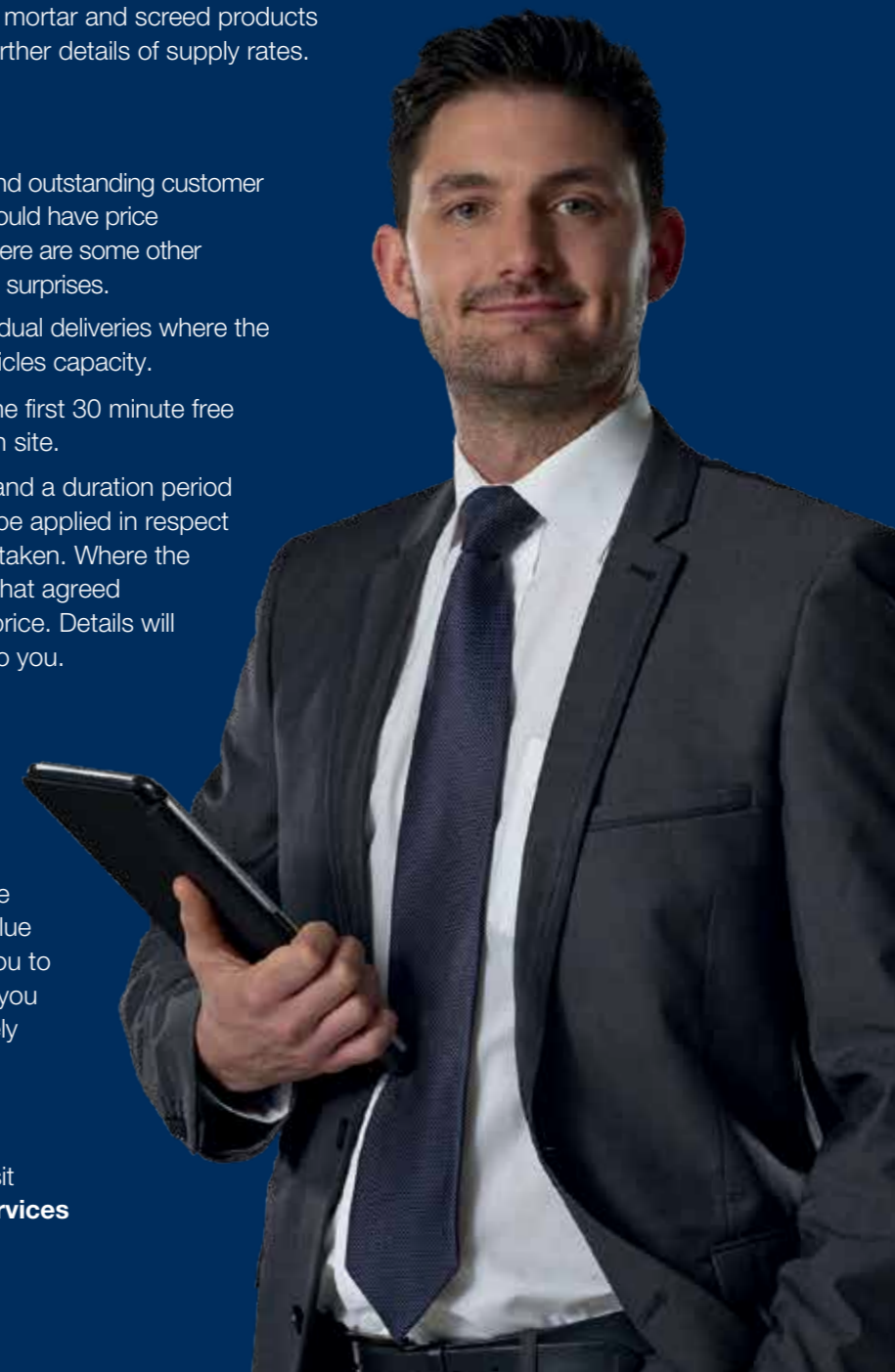
A Waiting Time charge will be incurred after the first 30 minute free period following the delivery vehicle arriving on site.

Where a specific contract with total volumes and a duration period has been agreed, cancellation penalties may be applied in respect of the outstanding quantities ordered but not taken. Where the volumes or duration of the contract exceeds that agreed between us, we reserve the right to vary our price. Details will be provided on your quotation if this applies to you.

Additional Services

At CEMEX, we measure the effectiveness of our service from your initial enquiry so you can always expect the highest standards and outstanding customer service. We also believe that you should enjoy choice, flexibility and value for money. So our Additional Services allow you to decide which options best suit your needs. If you have an enquiry we can't deal with immediately then we'll get back to you within 24 hours.

For details about all our additional product ranges and services, please contact your nearest CEMEX sales office or alternatively visit www.cemex.co.uk/readymixpricesandservices



Delivery and returns

Ordering Goods and Delivery

We understand that making deliveries of Readymix products is a critical part of any project with product conformity, application and time pressures all playing a big part in delivering a successful build.

“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 that may mean delivery is delayed. If we cannot meet the specified delivery time then we promise to call you and let you know.

Our normal working hours are:

07.30 - 17.00 Monday to Friday / 07.30 - 12.00 Saturdays.

Additional charges will be incurred for deliveries/collections outside our normal working hours. Peak time charges may apply at certain times during the week. Weekend charges may apply at some locations.

Receiving our Deliveries

We ask that the person responsible for accepting a delivery on your behalf is present to meet each delivery and also that deliveries are signed for by an authorised person who provides both a signature and printed name recognisable to your company.

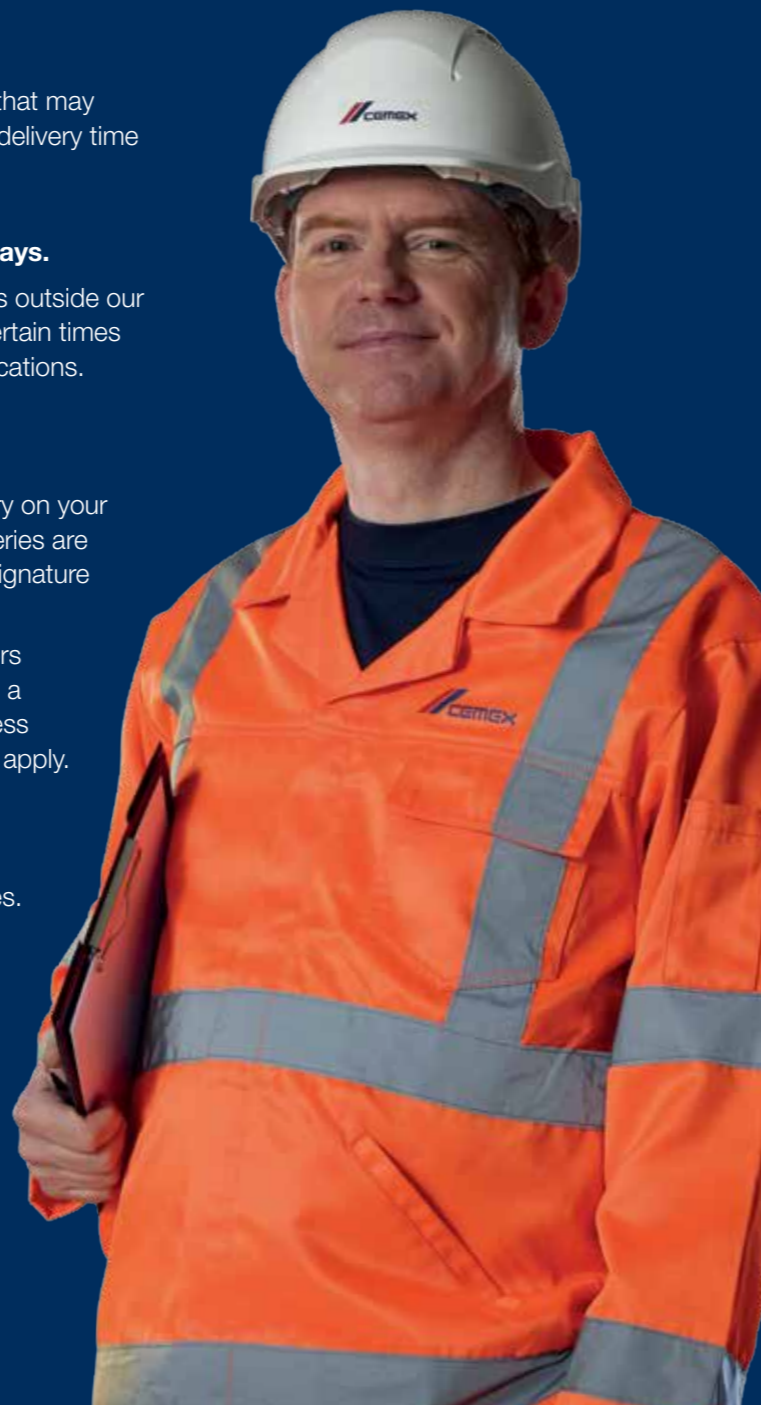
The safety of our team, your employees and subcontractors is of paramount importance to us. If we're unable to make a delivery to site due to unsafe conditions, and/or poor access then product, delivery and a Returned Material charge will apply.

Returned Materials

Every effort will be made to avoid returned material charges. Materials returned on our delivery vehicle will incur a Returned Material Charge.

Cancellation

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



Payment and support

Payment

Payment terms are strictly 30 days net for approved accounts, otherwise cash or card payment is required prior to dispatch for each delivery/collection. Late Payment Charges may apply.

See our Conditions of Sale at www.cemex.co.uk/termsandconditions

Card payments may be subject to an administration fee. Further details are available on request.

We will supply one copy each of the Delivery Note (for Proof of Delivery) and Invoice free of charge. Further copies are available on request for which there will be an administration charge.

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

Technical Product and Administrative Support

Free online access for Copy Invoices and Proof of Delivery Documents at www.opustrustweb.co.uk/cemex/. To set up your access password please contact us on 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

Free product and technical advice from the world's largest supplier of Readymix concrete. Please contact our product support helpline on 0800 667827 for further details. Technical support is also available on request.

For details about all our additional product ranges and services, contact your nearest CEMEX sales office or alternatively visit www.cemex.co.uk/readymixpricesandservices

Telephone calls may be recorded for training and to improve the quality of our services to you.



The CEMEX experience

People

It's the people that you deal with at CEMEX that really do make the difference. From your initial enquiry through to reliable delivery and the final invoiced goods, understanding, technical advice, courtesy and clear communication are the pillars of the CEMEX experience.

Solutions

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

Passion

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

These are not just promises. These are commitments.

This document 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 Readymix
Coldharbour Lane, Thorpe, Egham, Surrey. TW20 8TD
0800 667827
www.cemex.co.uk

Products and Services are subject to change without prior notice.



HELPING TO BUILD A **GREATER BRITAIN**