



## Order Placing Guide

### Information Needed to Place Order

- Company Name & Phone Number
- Pour Date & Time
- Address
- Mix type & Yardage
- Additives or Color

### Keys to a Successful Ordering Process:

- All orders are subject to availability. CRM advises all customers to place orders a week in advance.
- COD Orders not paid in full on completion are subject to an additional \$100.00 fee.
- Customer agrees to notify CRM, if material is supplied for the purposes of a public works project – Labor Code Section 1720.9 (Prevailing Wage projects will be subject to a \$20/yd fee)
- Telephone conversations are recorded to ensure order accuracy and quality assurance.

### Will Call Orders:

- A Will Call Order is defined as a “placeholder” order, with a start time to be negotiated upon confirmation.

### Pours Outside of Normal Hours:

- Normal delivery hours are 7:00am-3:00pm Monday – Friday and 7:00am-12:00pm Saturday.
- Plant Time: there is a \$300/hr fee to keep the plant open past normal hours and will be billed per truck until they get back to the yard from the job-site. This means trucks

arriving after 5:00pm M-F and after 2:00pm Saturday.

- CRM is happy to work with you on placements outside of the normal hours. These placements will incur additional charges.
- Orders placed outside of normal hours must be placed at least 48 hours in advance and confirmed 24 hours prior to the scheduled placement. Cancellations will be subject to extra charges.

### Unloading Time:

- Unloading time in excess of 5 minutes per yard will be subject to additional charges of \$2/minute.

### Small Loads:

- All loads less than 7 yards will be subject to an increase in price per yard.

### Clean-up Load:

- Any clean-up load of 3 yards or less is subject truck availability & delivery charges.

### Service:

- We strive to be on time and ready to ship your order at the scheduled start time, however please realize traffic conditions are outside of our control. First round on time is considered within 15 minutes of the agreed upon start time. Second round is considered on time if it occurs within 60 minutes of the designated time.