

## READY MIXED CONCRETE

### STANDARD OPERATING HOURS

CUSTOMER SERVICE	CEMSTONE PRODUCTS COMPANY METRO MINNESOTA	CEMSTONE READY MIX INC. WISCONSIN	CEMSTONE CONCRETE MATERIALS SOUTHERN MINNESOTA
Summer Hours Monday through Friday Saturday (seasonal / weather-permitting)	5:30 a.m. - 6:00 p.m. 6:00 a.m. - 12:00 p.m.	6:00 a.m. - 4:00 p.m. 6:00 a.m. - 12:00 p.m.	6:00 a.m. - 4:30 p.m. 6:00 a.m. - 12:00 p.m.
Winter Hours Monday through Friday	6:00 a.m. - 5:00 p.m.	7:00 a.m. - 3:00 p.m.	7:00 a.m. - 3:00 p.m.
<b>DELIVERY</b> Monday through Friday Saturday (seasonal / weather-permitting)	7:00 a.m. - 4:00 p.m. 7:00 a.m. - 12:00 p.m.	7:00 a.m. - 4:00 p.m. 7:00 a.m. - 12:00 p.m.	7:00 a.m. - 4:00 p.m. 7:00 a.m. - 12:00 p.m.

\*Please call the Dispatch Center near you for specific order and delivery times.

### FOR ORDERS BEFORE OR AFTER STANDARD OPERATING HOURS

- To place an order outside of our delivery hours, please contact Customer Service or Account Representative.
- Early or late orders are subject to plant time charges and overtime delivery charges.

### ON TIME SERVICE

- We always strive to be on the job at the exact scheduled time; however, deliveries within 12 minutes of the scheduled delivery time are considered on time due to conditions out of our control (i.e. traffic, weather, plant or truck breakdowns).

### ORDER PLACEMENT

- Cemstone encourages customers to place their orders by 3:00 p.m. for the following day Monday - Friday. Orders taken after 3:00 p.m. will be scheduled subject to availability the following day. Saturday orders must be placed by 12:00 p.m. noon on Friday.
- Orders cancelled or rescheduled **without giving a minimum of 2 hour notice** of the scheduled delivery time will be subject to the order cancellation/rescheduling fee of \$165 per truck.
- Special admixtures/materials to be added at the jobsite or at the plant should be addressed with Customer Service at the time of order placement. This allows Cemstone to synchronize our service and plant capabilities with your production levels by including additional mixing and loading times in the schedule. **NOTE: Be sure to check with Customer Service for special admixture/materials availability in advance.**
- Request for special equipment; i.e., front wheel drive, front discharge, CTI, etc. should be addressed with Customer Service at the time of order placement to ensure equipment availability for your project.
- Orders must be taken by a Cemstone Customer Service Representative.
- Orders may be voice recorded for verification and accuracy.**
- "Balance Loads" will be accepted over the truck radio.
- JOB NUMBER, P.O. NUMBER, PHONE NUMBER, ACCURATE ADDRESS** (include cross street) and driving instructions to the Customer Service Representative.
- After taking the order, the Customer Service Representative will repeat the order back and give you an order confirmation number. **Please have that number ready when making any changes to that order.**
- If a project requires a plant to remain open after regular business hours it will be subject to a plant charge.

**NOTE: Only rebar and bundles of expansion will be allowed to be delivered on Cemstone ready mix trucks.**

### COLOR/HIGH PERFORMANCE CONCRETE ORDERS

**NOTE: All color/high performance orders MUST be a minimum of 3 yards including balance loads (1/4 yard increments for liquid color loads and 1 yard increments for packaged color).**

- Requests for colored concrete in the Metro area using liquid (integral) color can be placed as regular orders. However, orders for non-liquid colors and for deliveries in outlying areas must be made 72 hours in advance and are subject to availability.
- No liquid color orders will be taken if the delivery location is beyond 45 minutes travel time of the originating plant. For orders outside of the 45-minute window contact your Account Representative.
- If multiple color loads are to be placed at the same location, please inform the Customer Service Representative of the mix used, color, date poured and previous order number to ensure consistency of the materials used. Failure to do this may result in a difference of color tones due to different cements, mix designs and/or raw materials.
- For any color load(s): The color swatches on the Liquid Integral Color Selector chart are a close approximation. Where color matches are important, please place an actual sample panel.
- When placing an order for high-performance concrete; i.e., any concrete 6,000 psi or greater, or lightweight, or DURA-CRETE, or silicafume, etc., must be a minimum of 3 yards including balance loads.

## PARTIAL LOADS, CALL BACKS, AND RETURNED PRODUCT

- All Loads less than 6¼ cubic yards and less are subject to Part Load Charge.
- In order to provide committed on-time deliveries, we MUST know the maximum quantity that will be used on a particular placement. Occasionally there will be miscalculations and Cemstone will deliver the “Balance Load” on the next available truck.
- Returned concrete of 2 or more yards to our plants will be subject to a \$300.00 environmental disposal charge.
- Any order requiring the use of an additional truck will be subject to extra load charges.
- Posted road charges will be assessed when applicable.

## EXCESSIVE UNLOADING TIME

- Unloading time in excess of 7 minutes per cubic yard or exceeding customer-requested truck spacing will be subject to an additional charge of \$165.00 per hour

## FUTURE ORDER REPORTING

- Contact your Cemstone Account Representative if you would like to sign up to receive your Future Order Report. The Future Order Report will automatically generate and email a summary of all upcoming daily ready mixed concrete orders for your account.

## CONCRETE PLACING

### DISPATCH CENTERS

- Minnesota Metro 800.CEMSTONE • 651.686.4274
- River Falls, WI 715.425.1119
- Owatonna, MN 800..294.1543 • 507.446.2410
- Turtle Lake, WI 715.986.4442

### CONCRETE PLACEMENT HOURS

Summer Hours

Monday through Friday 6:00 a.m. – 4:00 p.m.

Winter Hours

Monday through Friday 6:00 a.m. - 4:00 p.m.

- Travel time is portal to portal.
- Overtime charges may apply outside of normal working hours.
- Orders canceled or pushed back within 2 hours of the scheduled delivery time will be subject to truck time.
- Customer is responsible for providing a pumpable mix, in terms of gradation of aggregate, slump and batching of concrete for the designated pumping equipment.
- Concrete placements requiring line are subject to additional charges. Please reference project pricing for current rates.

**NOTE: During Road Postings season, additional charges may apply.**

### FUTURE ORDER REPORTING

- Contact your Cemstone Account Representative if you would like to sign up to receive your Future Order Report. The Future Order Report will automatically generate and email a summary of all upcoming daily concrete placing orders for your account.

## AGGREGATES

### ORDERING AND DISPATCH

- Minnesota 651.688.9526 • 888.325.3155
- Northern Minnesota 320.676.3365
- Central Wisconsin 715.246.4238 • 800.555.9415
- Northern Wisconsin 715.986.4442 • 866.279.2221

### STANDARD OPERATING HOURS

Delivery Monday through Friday 7:00 a.m. - 4:00 p.m.

- ALL orders must have a contact phone number.
- PLEASE provide an account number, contact phone number, and delivery location.
- Customer must be present to sign ticket and accept load.
- Driver will try to get as close to designated unloading area as possible.
- Unloading area needs to be clear of overhead obstruction (i.e. trees or power lines).
- Drivers are instructed to unload in safe designated areas only.

## CEMSTONE PRODUCTS CO. (CPC)

### MINNESOTA DISPATCH CENTERS

**METRO DISPATCH** 651.688.9520 • 800.CEMSTONE

Burnsville, Columbus, Dayton, Elk River, East Bethel, Hastings, Lakeland, Minneapolis, Rosemount, St. Paul

**NORTHERN MN** 320.676.3365 • 800.955.6105

Aitkin, Big Sandy, Brainerd, Hackensac, Isle, Rock Creek, Waite Park

**SOUTH CENTRAL MN** 952.492.3939 • 800.366.6910

Arlington, Gibbon, Jordan, Montgomery

**SOUTHEAST MN** 651.388.8996 • 800.325.6055

Red Wing

**WEST METRO MN** 763.972.6111 • 800.366.6910

Delano, St. Bonifacius

## CEMSTONE CONCRETE MATERIALS (CCM)

### SOUTHERN MINNESOTA

Albert Lea, Faribault, Medford, Northfield  
Owatonna, Waseca

507-446-2410  
800.294.1543

Blue Earth, Mankato (161 Summit Ave.),  
Mapleton, Wells

507.553.5113  
800.658.7172

Fairmont, Jackson, St. James, Windom  
Worthington

507.847.3001

Mankato (1316 N. Broad St), New Ulm

507.387.3421

### IOWA (CCM)

#### NORTH IOWA

Forest City, Lake Mills, Manly, Northwood  
St. Ansgar

641.324.1063  
800.658.3081

#### CENTRAL IOWA

Algona, Albert City, Clarion, Emmetsburg,  
Fort Dodge, Gillmore, Lakota, Rockwell City,  
Sac City, Storm Lake, Webster

515.955.6781

## CEMSTONE READY MIX, INC. (CRM)

### WISCONSIN DISPATCH CENTERS

**CENTRAL WI** 715.246.4238 • 800.555.9415

New Richmond • River Falls

**NORTHERN WI** 715.986.4442 • 866.279.2221

Cameron, Dresser, Frederic, Hawyard, Spooner, Turtle Lake

**SOUTH CENTRAL WI** 715.672.5008

Durand

### CORPORATE OFFICE

2025 Centre Pointe Boulevard  
Mendota Heights, MN 55120

651.688.9292 • 800.CEMSTONE • cemstone.com