

READY MIXED CONCRETE

STANDARD OPERATING HOURS

CUSTOMER SERVICE

(seasonal / weather-permitting)

Summer Hours

Monday - Friday

MINNESOTA 5:30 a.m. - 5:30 p.m.

WISCONSIN 6:00 a.m. - 4:30 p.m.

IOWA 6:00 a.m. - 5:00 p.m.

Saturday

6:00 a.m. - 12:00 p.m.

6:00 a.m. - 12:00 p.m.

Winter Hours

Monday - Friday

6:00 a.m. - 5:00 p.m.

7:00 a.m. - 4:00 p.m.

6:00 a.m. - 4:00 pm

DELIVERY

Monday - Friday

7:00 a.m. - 4:00 p.m.

7:00 a.m. - 4:00 p.m.

7:00 a.m. - 4:00 p.m.

Saturday

7:00 a.m. - 12:00 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 end of business on the Wednesday of that week and the last load of an order must be on the jobsite by 12:00 p.m.**
- Orders may be placed up to 7 days in advance. Orders larger than 200 cy may be placed up to 14 days in advance.
- Orders cancelled or rescheduled **without giving a minimum of 18 standard operating hours** of the scheduled delivery time may be subject to a charge of \$200 per hour 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.
- Orders must be taken by a Cemstone Customer Service Representative.
- Orders will 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 beyond regular business hours it will be subject to a plant charge.
- For air-entrained concrete, Cemstone strongly recommends a minimum order quantity of 2 cubic yards.
- Steel rebar is not delivered on Ready-Mix Trucks.**

SPECIALTY 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 Minnesota Metro area using liquid color can be placed as regular orders. 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 charts are a close approximation. Where color matches are important, an actual sample panel is recommended.
- The following specialty concretes require a minimum order quantity of 3 cubic yards: high strength concretes (6000 psi compressive strength or higher), colored concrete, SCC, high early strength concretes, concrete mixtures containing specialty admixtures, etc. Any exclusions to this need permission from Engineering Services and will be the responsibility of the customer.

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 disposal fee.
- 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 \$200.00 per hour

ELECTRONIC OFFERINGS

- Pay your bill online by visiting cemstone.com!
- Order information in the palm of your hand. We are pleased to present you with our newest mobile solution for monitoring and tracking your ready mix concrete orders - MOBILE|jobsite!

CONCRETE PUMPS & CONVEYORS

CONCRETE PLACEMENT HOURS

CUSTOMER SERVICE 651.686.4274

(seasonal / weather-permitting)

Summer Hours

Monday through Friday 6:00 a.m. – 5:00 p.m.

Winter Hours

Monday through Friday 6:00 a.m. - 5:00 p.m.

DELIVERY

Monday - Friday

7:00 a.m. - 4:00 p.m.

7:00 a.m. - 4:00 p.m.

Saturday

7:00 a.m. - 12:00 p.m.

7:00 a.m. - 12:00 p.m.

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

- Travel time is portal to portal.
- Overtime charges may apply outside of normal working hours.
- Orders cancelled or rescheduled **without giving a minimum of 18 standard operating hours** of the scheduled delivery time may be subject to a charge of \$200 per hour per truck.
- 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.

AGGREGATES

ORDERING AND DISPATCH

- Minnesota 651.688.9526
- Northern Minnesota 320.676.3365
- Central Wisconsin 715.246.4238
- Northern Wisconsin 715.986.4442

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.

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CEMSTONE PRODUCTS COMPANY

MINNESOTA DISPATCH CENTERS

METRO DISPATCH 651.688.9520
Arlington, Burnsville, Columbus, Dayton, Delano, Elk River, East
Bethel, Gibbon, Hastings, Jordan, Lakeland, Minneapolis, Montgomery
Rosemount, St. Bonifacius, St. Paul

NORTHERN MN 320.251.8822
Aitkin, Becker, Brainerd, Hackensac, Isle, Rock Creek
Waite Park/St. Cloud

CEMSTONE CONCRETE MATERIALS

SOUTHERN MINNESOTA 507-446-2410
Albert Lea, Blue Earth, Faribault, Fairmont, Jackson, Mankato, New
Ulm Northfield, Owatonna, St. James, Sherburn, Red Wing, Waseca
Wells, Windom, Worthington

(IOWA (CCM))

IOWA 515.955.6781
Algona, Clarion, Emmetsburg, Forest City, Fort Dodge, Garner,
Gillmore, Lake Mills, Northwood, Rockwell City, Sac City, Storm Lake,
Webster City

CEMSTONE READY MIX, INC.

WISCONSIN DISPATCH CENTER

715.246.4238
Cameron, Dresser, Durand, Hayward, New Richmond,
River Falls, Spooner, Turtle Lake, Wilson

CORPORATE OFFICE

2025 Centre Pointe Boulevard
Mendota Heights, MN 55120
651.688.9292 • 800.CEMSTONE • cemstone.com