

# RECEIVING BLOCKS DELIVERIES

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*It is important we work closely with our customers to ensure we deliver a fast and flexible service, and more importantly the safe delivery of products to your site.*

*We thought it would be helpful to provide you with a summary of services and any additional costs relating to our blocks.*

*Our full formal order and delivery terms and conditions can be found on our website and are referred to in our order acknowledgments.*

Our normal delivery format is in full loads on crane articulated vehicles with a gross capacity of 27.5 tonnes delivered to sites on the mainland UK.

Anything less than a full load may incur small quantity charges. These will be calculated on a case by case basis, based on the underweight tonnage of the vehicle and the distance travelled. Please speak to our customer service team for further information.

Each site to which Tarmac has delivered a full load to will be able to order a small load for the final delivery to complete the build. This last load will not incur small load charges for this site.

## **RESTRICTED ACCESS SITES**

Extending vehicles and urban artics are available for sites with restricted access. A Small Order Quantity Charge and a surcharge based on radial mileage from plant will be agreed with our customer service team at the time of order.

On request, vehicles can be opened into the artic format whilst on site in order to ascertain on site suitability for artics.

A two drop split load is available at a charge of £100 as long as the sites are within 10 miles of each other. Dropping a trailer from a wagon and drag vehicle and making drops from

the rigid wagon due to site access restrictions can be arranged – however this arrangement has certain safety caveats. Please discuss your requirements with our customer service team. Prices for this service start at £150.

## **WAITING TIME**

We do not charge for the first 59 minutes after our vehicle arrives on site to unload. There will be a base charge of £50 for every 15 minutes we are on site. If the delivery is not concluded within 90 minutes we may need to withdraw the load at a full return to work charge (as defined below) plus a waiting time charge of £100. This is to ensure that Tarmac's other customers are not affected unnecessarily.

We do not want to charge waiting time. Please work with us and help us unload vehicles quickly and efficiently once on your site.

You can really help us avoid waiting times by providing us with a contact number for the site that we can add to the delivery note.

Where possible – the driver can call the site with an ETA before the vehicle leaves the factory. The ETA is not guaranteed and is on a best endeavours basis. From our experience better communication

Our customer service team can be contacted on **0345 606 2468**.

facilitates smoother deliveries - so please help us to help you. Our drivers will notify our customer service team after 10 minutes of arrival on site if they feel there is a waiting time risk so we can liaise with yourselves. The driver will then update Tarmac on delivery progress at 50 and 70 minutes.

### **PARKING ISSUES**

If a driver is requested to park outside a site due to lack of space, any related penalties incurred will be forwarded to the customer for reimbursement. Tarmac reserves the right to withdraw the load should the delivery location be considered unsafe a full return to works charge which will be invoiced to the customer within 14 days of the incident.

If you are unable to unload a delivery after it has arrived on site and have to send it back, then a return to works charge will be incurred. The return to works charges are calculated as the full haulage costs together with a restocking and administrative charge of £100.

Unfortunately, we will only be able to credit the returned goods if deemed suitable for re-sale.

Alternatively, it may be possible to divert the load to another local site within 10 radial miles

of the original delivery location at a cost of £120 and for 11 to 20 radials at a cost of £165.

### **CANCELLATION**

If you need to cancel an order our costs will be dependent on how close to the agreed delivery date and at what stage your order has progressed in our loading process.

If you cancel with less than 48 hours notice and the vehicle is not loaded, cancellation will attract an administration charge of £100. If the vehicle is loaded cancellation will attract a charges equal to 75% of the outbound haulage cost.

If the vehicle has left our yard the return to works charges set out earlier will apply (drivers cannot be contacted once travelling due to our health and safety policy relating to the use of mobile phones whilst driving).

If you significantly amend an order once the vehicle is loaded but yet to leave our site, there is an administrative fee and reloading cost of £200.

*Please note that due to the distances involved deliveries to Scotland, Wales and the South West peninsula the above cancellation costs apply if less than 72 hours notice is provided prior to delivery.*

### **DELIVERY HOURS**

Our normal delivery hours are between 8am and 4.30pm Monday to Friday (excluding bank holidays), however extending our delivery hours during the normal working week is something we would wish to discuss. Other delivery times including Saturday loads can be arranged however, this may be at an additional cost and must be agreed in advance. We do not provide timed deliveries

### **SAFETY**

In order to safely deliver blocks we require:

- Safe access and egress suitable for an articulated vehicle
- Provision of a suitable banksman if the site requires it
- Firm level ground
- No overhead obstructions
- Safe Zone of 2 metres around vehicle during offloading

**HOWEVER IF IN THE DRIVER'S REASONABLE OPINION, SUCH ACCESS OR DISCHARGE POINT IS NOT AVAILABLE OR IS UNSUITABLE, TARMAC RESERVES THE RIGHT TO REFUSE TO DELIVER AND WILL INCUR A CHARGE TO THE CUSTOMER AT FULL RETURN TO WORK RATE.**

In order to facilitate a safe delivery please refer to our 'Point of Delivery Checklist'.

To find out more about our range of BLOCKS and the best solution for your project call **0345 606 2468**  
Check out our U-value Calculator [www.tarmac.com/u-value-calculator](http://www.tarmac.com/u-value-calculator)

**TARMAC.COM**