

READY MIXED CONCRETE

STANDARD OPERATING HOURS

CUSTOMER SERVICE

Summer Hours

- Monday through Friday
- Saturday
(seasonal / weather-permitting)

Winter Hours

- Monday Through Friday

DELIVERY

- Monday through Friday
- Saturday
(seasonal / weather-permitting)

RIVER'S EDGE CONCRETE

- 6:00 a.m. - 5:00 p.m.
- 6:00 a.m. - 12:00 p.m.

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

- 7:00 a.m. - 5:00 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 your normal delivery hours, 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, either before or after, are considered on time due to conditions out of our control (i.e. traffic, weather, plant or truck breakdowns).

ORDER PLACEMENT

- River's Edge Concrete encourages customers to place their orders by 3:00 p.m. for the following days 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.

WILL CALLS

- "Will Call" orders not confirmed within 2 hours will be cancelled.
- FIRST ROUND (6:00 - 10:00 a.m.) "Will Calls" must be confirmed as a "Go Order" by 3:00 p.m. the day prior or they will be subject to removal from the schedule. Calling and re-scheduling can reactivate the order, subject to equipment and plant availability.
- No drivers will be called in for unconfirmed first round (6:00 - 10:00 a.m.) "Will Call" orders.
- Saturday "Will Calls" must be placed and confirmed as a "Go Order" by 12:00 p.m. noon on Friday. Orders taken after 12:00 p.m. noon on Friday will be subject to availability.
- Orders cancelled or rescheduled **without giving a minimum of 2 hour notice** of the scheduled delivery time will be subject to truck time and plant expenses.
- 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 to ensure product availability.
- Orders must be taken by a River's Edge Concrete Customer Service Representative.
- Orders may be voice recorded for verification and accuracy.**
- "Balance Orders" 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 River's Edge Concrete ready mix trucks.

COLOR/HIGH PERFORMANCE CONCRETE ORDERS

NOTE: All color/high performance orders MUST be a minimum of 2 yards including balance loads (1/4 yard increments of packaged color).

- 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.

PARTIAL LOADS, CALL BACKS, AND RETURNED PRODUCT

- 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 River's Edge Concrete will deliver the "Balance Load" on the next available truck.
- 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 \$150.00 per hour

DISPATCH CENTER

- Belle Plaine, Prior Lake, and Cannon Falls

952.873.3513

