

## FAQ - FREQUENTLY ASKED QUESTIONS

### What type of mix do I need?

Our staff will provide you with the right specification for the job. Just contact us with you job details.

### What if my site has difficult access?

Our trucks have a variety of discharge methods, including conveyors. Please contact us to discuss a solution.

### Can I collect?

Yes. Most of our depots offer a collection service for readymixed concrete and quarried products.

### Are there any Health & Safety implications in using products containing cement?

Yes. Please read our health and safety advice.

### Do you offer credit/account facilities?

Yes, under certain circumstances. Please contact us for a "Monthly Credit" application form.

### What payment methods do you offer?

For non-account customers, payment is made in advance by credit card, debit card or cheque. 'Payment on delivery' is by prior agreement only.

### What if I need to defer an order?

Normally, no charge will be made for deferrals for up to 2 hours before the scheduled time of delivery, provided our truck has not yet been loaded. Consignments ordered and loaded must be paid for.

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