



DUINICK
CONCRETE

CUSTOMER HANDBOOK

► Rules & Guidelines



DUININCK CONCRETE

READY MIX & CONSTRUCTION SUPPLY

CONTACT INFORMATION

(320) 441-2788

- 1** Ready-Mix Concrete Orders/Dispatch
- 2** Construction Supply Store
- 3** Aggregates
- 4** Sales & Estimating
- 5** Billing & Credit
- 6** Human Resources & Career Opportunities
- 0** All Other Inquiries

OPERATING HOURS

CUSTOMER SERVICE

Summer Hours

Monday - Friday

6 a.m. - 5 p.m.

Saturday

6 a.m. - 12 p.m.

Seasonal/Weather Permitting

Winter Hours

Monday - Friday

7 a.m. - 4 p.m.

READY MIX DELIVERY*

Monday - Friday

5 a.m. - 6 p.m.

Saturday

6 a.m. - 12 p.m.

Seasonal/Weather Permitting

All orders subject to availability

**** Earlier Delivery times available***

PLANT LOCATIONS

ALEXANDRIA

4967 State Highway 29 North
Alexandria, MN 56308

BENSON

906 13th St S
Benson, MN 56215

GLENWOOD

20186 190th St
Glenwood, MN 56334

HUTCHINSON

21563 Highway 7 West
Hutchinson, MN 55350

MORRIS

1200 Pacific Ave
Morris, MN 56267

NEW LONDON

21350 Highway 23 NE
New London, MN 56273

REDWOOD FALLS

210 Cairn Close Road
Redwood Falls, MN 56283

SAUK CENTRE

38625 County Road 186
Sauk Centre, MN 56378

ST CLOUD

24993 Island Lake Road
Cold Spring, MN 56320

WADENA

415 5th Street SE
Wadena, MN 56482

WILLMAR

1403 High Avenue NE
Willmar, MN 56201

CORPORATE OFFICE

605 Lakeland Drive NE
Willmar, MN 56201



PLACING ORDERS

- › All orders must be placed with a Customer Service Representative (CSR).
- › Please provide the CSR with the following information when ordering:
 - › Customer Name
 - › Delivery Date
 - › Accurate Delivery Address
 - › Mix ID Code
 - › Order Quantity
 - › Slump
 - › Unload Rate/Spacing
 - › Any Special Instructions
 - › Job Number
 - › P.O. Number
 - › Phone Number
- › All orders are recorded for verification and accuracy.
- › All confirmed orders scheduled for the first round that are cancelled less than 2 hours before scheduled delivery time are subject to additional charges.

SATURDAY DELIVERIES

Saturday orders must be placed by end of business day on the Thursday of that week. All Saturday orders will be scheduled for first thing in the morning based on the discretion of the dispatch team.

UNLOADING TIME

Unloading time in excess of 8 minutes per cubic yard or exceeding customer required truck spacing will be subject to a demurrage charge of \$3 per minute.

SPLIT LOADS

All orders requesting a split load of 11 cubic yards or less will be subject to an additional fee.

SMALL LOADS & CALL BACKS

All orders and/or call backs less than or equal to 4 cubic yards will be subject to an additional fee.

ORDER SCHEDULING

- › Duinink Concrete encourages customers to schedule their orders as far in advance as possible. Orders placed are subject to availability.
- › Orders must be placed with the job address. The Customer Service Representative will not accept an order without an address. Please include: Job Number, P.O. Number, Phone Number, and Accurate Address, and Mix ID Code.
- › The source plant for your concrete order is solely determined by Duinink Concrete Central Dispatch.

WILL CALLS

- › Will Call Orders **will not be accepted** for orders before 10 a.m.
- › Will Call Orders placed at or after 10 a.m. must be confirmed within 2 hours of the delivery time or the order will be cancelled. The customer will be required to call Central Dispatch to confirm their Will Call orders.
- › Will Call Orders **will not be accepted** for Saturday deliveries.

SPECIALTY CONCRETE

- › Requests for colored concrete must be made 48 hours in advance and are subject to availability.
- › If multiple loads are to be placed at the same location, please inform the Customer Service Representative of the mix and color used on the previous orders. Failure to do this may result in a difference of color tones due to different cements, mix designs and/or raw materials.
- › Concrete color sample sheets do not always match the finished product due to several factors, including placement, finishing practices, curing methods, and weather conditions. Where color matches are important, it is recommended to conduct a trial batch or obtain a representative sample. Duinink Concrete disclaims any responsibility for color.



SALES



CHAD BLOOM

DIRECTOR OF SALES

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(320) 979-9480



JAKE BEVING

NORTHERN AREA REPRESENTATIVE

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(320) 894-0493



SHAWN PETERSEN

CONSTRUCTION SUPPLY DIVISION MANAGER

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(320) 905-6337



HEATHER ROERING

ESTIMATOR

Heather.Roering@DConcrete.com
(320) 905-9734



NATE SKINDELIEM

BUSINESS DEVELOPMENT SPECIALIST

Nate.Skindeliem@DConcrete.com
(320) 894-4311



STACY SWEEP

SOUTHWESTERN AREA REPRESENTATIVE

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TERMS AND CONDITIONS

These Terms and Conditions govern the sale and supply of ready-mix concrete and related construction materials "Products" by Duininck Concrete LLC ("Company," "we," or "our"). By placing an order, the customer ("Customer," "you," or "your") agrees to these Terms and Conditions.

QUOTING AND PRICING

VALIDITY OF QUOTES

All quotations are valid for 30 days from the date of issue unless stated otherwise in writing.

PRICING ADJUSTMENTS

Prices are subject to change due to material cost fluctuations, fuel surcharges, point of production, or other market conditions. Notice will be provided where applicable.

ORDERS

ORDER PLACEMENT

READY-ORDERS

Ready-mix concrete orders must be placed through our Central Dispatch Office-(320) 441-2788 (summer hours 0600-1700/winter hours 0700-1600).

SUPPLY ORDERS

Supply orders for construction materials must be placed with the Duininck Concrete Construction Supply Store or with your Territory Sales Representative -(320) 441-2788 (summer hours 0700-1700/winter hours 0800-1600).

WILL CALL ORDERS

Will Call orders will not be accepted for orders between 4 a.m. - 10 a.m. Any same day cancellations on orders before 10 a.m. may be subject to truck time and plant costs. Will Call orders after 10 a.m. must be confirmed within 2 hours of the delivery time or order will be canceled. The customer will be required to call Central Dispatch to confirm their Will Call orders. Will Call orders will not be accepted for Saturday Delivery.

NOTICE REQUIREMENT

A minimum of three (3) days' notice is required for all orders to ensure availability and scheduling. Duininck Concrete will make every effort to fulfill orders requested with shorter notice but cannot guarantee availability.

SPECIALTY CONCRETE

Requests for colored concrete must be made 48 hours

in advance and are subject to availability. If multiple loads are to be placed at the same location, please inform the Customer Service Representative of the mix and color used on the previous orders. Failure to do this may result in a difference of color tones due to different cements, mix designs, and/or raw materials.

MINIMUM ORDER REQUIREMENTS

Certain minimum load requirements may apply and will be disclosed at the time of order.

For prices, see annual pricing sheet.

ORDER MODIFICATIONS/CANCELATION

To cancel or modify an order after hours, the customer is required to call Central Dispatch and leave a voicemail. Any changes to orders must be requested at least 24 hours prior to the scheduled delivery time.

AUTHORIZED BIDS

An authorized representative of the Customer must sign all bids to be valid and binding. **Signed bids must be returned to Duininck Concrete prior to first pour for bid to be valid.**

DELIVERY

DELIVERY SCHEDULE

We strive to meet the agreed-upon delivery schedule. However, delivery times are estimates and may be affected by weather, traffic, or other unforeseen circumstances.

ACCESS TO SITE

The Customer is responsible for providing adequate access to the delivery site. Delays due to inadequate site conditions may result in additional charges.

OFFLOADING RESPONSIBILITY

Once the Product is delivered and unloaded, all risks pass to the Customer.

PRODUCT STANDARDS

Duininck Concrete LLC agrees to supply plastic concrete that meets or exceeds the American Society for Testing Materials (ASTM) Standard Specifications. Duininck Concrete's standard mix designs are specified to be poured at a 5" slump or less. Adding additional water onsite may cause failure of the product. Duininck Concrete will not be held responsible for product failure

TERMS AND CONDITIONS

due to the Customer requesting a slump higher than 5" (without adding proper chemicals) or adding water onsite to increase the slump greater than its original batch tolerances. We are not responsible for issues arising from the craftsmanship or application of the concrete once delivered.

PAYMENT TERMS

PAYMENT DUE DATE

Payment terms will be stated in the invoice. Standard terms are Net 30 days unless otherwise agreed in writing.

LATE PAYMENTS

Late payments are subject to interest at the rate of 1.5% per month (18% annually) or maximum rate permitted by law.

PAYMENT DISPUTES

Disputes regarding invoices must be raised within 7 days of receipt.

PRODUCT SPECIFICATIONS

COMPLIANCE WITH STANDARDS

Duininck Concrete will deliver a product that meets or exceeds American Society for Testing Materials (ASTM) Standards Specifications. However, the Customer is solely responsible for all aspects of placement, finishing, and appearance of the Product supplied. Duininck Concrete will not be held liable for any surface defects, including but not limited to "popping", color variations, or cracking.

TESTING AND VERIFICATIONS

Any testing required to confirm compliance with specifications is the responsibility of the Customer unless otherwise agreed in writing.

All concrete strength testing will follow ASTM C31, conducted by an ACI-certified technician. Failure to follow ACI and ASTM standards by the testing party will void any claims held against Duininck Concrete's materials supplied.

Duininck Concrete shall not pay or be responsible for any charges incurred by the Customer for inspections or tests conducted of the Product.

COLD WEATHER CONCRETE

The Customer must ensure that all cold weather concrete placement and curing adhere to the American

Concrete Institute (ACI) Standard 306R-16. Duininck Concrete will not be held liable for any defects resulting from improper cold weather practices.

EXTERIOR CONCRETE CURING & SEALING

Duininck Concrete requires that all exterior concrete surfaces be cured and sealed in compliance with ACI Standards to protect against environmental exposure. **Exterior concrete that is not cured and sealed, exhibiting defects such as scaling or popping, will not be warranted under any circumstance.**

CANCELLATION AND RETURNS

ORDER CANCELLATION

Orders canceled less than 24 hours before delivery may incur cancellation fees to cover costs.

RETURNED MATERIALS

Returns apply only to items stocked by the Duininck Concrete Construction Supply Store. **Specially ordered products, including but not limited to colors, chemicals, forms, tools, and equipment, are not eligible for return under any circumstances.**

LIABILITY AND WARRANTIES

PRODUCT DEFECTS

We warrant that Products will be free from materials defects upon delivery. Any claims must be submitted in writing within 7 days of delivery.

LIMITATION OF LIABILITY

Our liability is limited to the replacement for consequential damages, delays, or additional costs incurred due to defective Products.

FORCE MAJEURE

We are not liable for delays or failure to perform due to events beyond our reasonable control, including acts of God, labor disputes, supply shortages, or transportation disruptions.

INDEMNIFICATION

The Customer agrees to indemnify and hold harmless Duininck Concrete LLC, its employees, and agents from claims, damages, or liabilities arising from the use or handling of the Products.

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BILLING

Cash sale/COD accounts prepay the day before pour.

Can pay by credit card, cash, or cashiers check dropped off at plant or Duininck Concrete's corporate office in Willmar by the end of day (5pm)

For cash sales, copies of tickets are given at the job site - no invoices will be sent.

If credit card receipts are needed, please ask at time of order.

Separate payments are need for Duininck Concrete and Duininck Concrete Construction Supply.

Concrete Invoices will be sent the following week.

Supply invoices are mailed every Monday or last business day of the month.

Supply statements are mailed on the first business day of the new month.

Concrete statements are mailed monthly once all invoicing is done.

Tax Exempt job - Organization is using own exempt # they need to supply an ST3 form only.

If contractor is using the organizations exempt number, the following is needed:

- ♦ 1 - ST3 form from exempt entity/General Contractor who has been appointed the purchasing agent for the job to the contractor
- ♦ 2 - Purchase agent letter from exempt entity or a copy of contract stating they are appointed purchase agent.
- ♦ 3 - ST3 form from Contractor to Duininck Concrete

JOB SITE RESPONSIBILITY AND SAFETY

VEHICLE ACCESS AND SITE CONDITIONS

Duininck Concrete will not be held responsible for damages that occur if vehicles are asked to leave the public right of way. It is the Customer's responsibility to safely guide all Duininck vehicles onto and off of the job sites.

Duininck Concrete will employ professional drivers at all times, adhering to industry safety standards.

Duininck Concrete reserves the right to refuse service if the jobsite is deemed unsafe.

EMPLOYEE TREATMENT

Duininck Concrete values its employees and will not tolerate poor treatment of our staff, including verbal assaults. If this occurs, the pour may be terminated at the expense of the Customer.

GOVERNING LAW

These Terms and Conditions are governed by the laws of the State in which the Company operates. Any disputes will be resolved in the appropriate state or federal court.

ENTIRE AGREEMENT

These Terms and Conditions constitute the entire agreement between Duininck Concrete and the Customer. Any changes must be agreed to in writing by both parties.

DISCLAIMER

By accepting delivery of materials or supplies, the customer acknowledges and agrees to be bound by Duininck Concrete LLC's terms and conditions in full. Any agreements, modifications, or understandings outside of this document must be in writing and signed by the General Manager and Controller of Duininck Concrete LLC to be valid.

