



**Your Asphalt
Prices & Services Explained.
No hidden extras.**

Effective January 2017

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Welcome

We are delighted that you are thinking about buying Asphalt from CEMEX. To assist you in your decision, this document explains the service standards you can expect from our range of Asphalt products. Our aim is to provide you with industry leading, value adding asphalt solutions for a wide range of applications and to be our partner of choice.

Using this Document

As you'll see we have covered the most important aspects of CEMEX Asphalt in the following pages: Products, Quality, Delivery, Returns, Pricing and Support.

We're sure you still have some questions, so if you would like more information about our asphalt products and solutions and services, just contact our Cemex Asphalt Sales Centre. Our staff will be happy to discuss your requirements and explain everything you need to know. You can also request detailed brochures to read at your convenience.

If you are reviewing this document as part of a current offer from us, please read this in conjunction with our quotation which covers conditions and terms of sale.

Alternatively you can find out more about CEMEX Asphalt by visiting www.cemex.co.uk/asphalt or calling Cemex Asphalt Sales Centre on 0845 155 6367.



Products and Quality

“100% of our products meet or exceed relevant quality standards.”

Products and Services

Our aim is to provide solutions that are safe, sustainable and versatile, making CEMEX Asphalt products your first choice for enhanced performance. We tailor our products and services wherever possible to suit our customer's specific needs to help solve installation changes in various situations.

Quality Guarantee

All asphalt products are manufactured in accordance with BS EN ISO 9001, National Highways Sector Scheme 14, BES 6001 and are independently certified for product conformity in accordance with the relevant standards.

Product Non-Conformity

If for any reason you have concerns that the product fails to meet the specification, please contact us as soon as possible and allow reasonable opportunity to inspect the material. We do ask that this is supported by written notification.

Our robust quality assurance procedures highlight any deviations in advance, so we can notify you promptly and take the appropriate action.

In the unlikely event that the delivery is agreed to be out of specification, we'll remove the material and supply a replacement. In such case, you will not be charged for any waste disposal or replacement.



Our Prices

Prices

You'll find that all material prices are itemised on your quotations, which will include details of any additional surcharges that may apply. The prices offered are not fixed and are subject to increase from time to time. All prices are exclusive of Value Added Tax and other Government levies which may be applied. These will be added at the current rate.

Other Charges

You can always expect the highest standard of customer service from us and we also believe that you should have price transparency that reflects value for money. There are some other charges you should be aware of so there are no surprises.

A Part Load will be incurred for deliveries of less than 16 tonnes or 32 tonnes of any material to the same site on the same day.

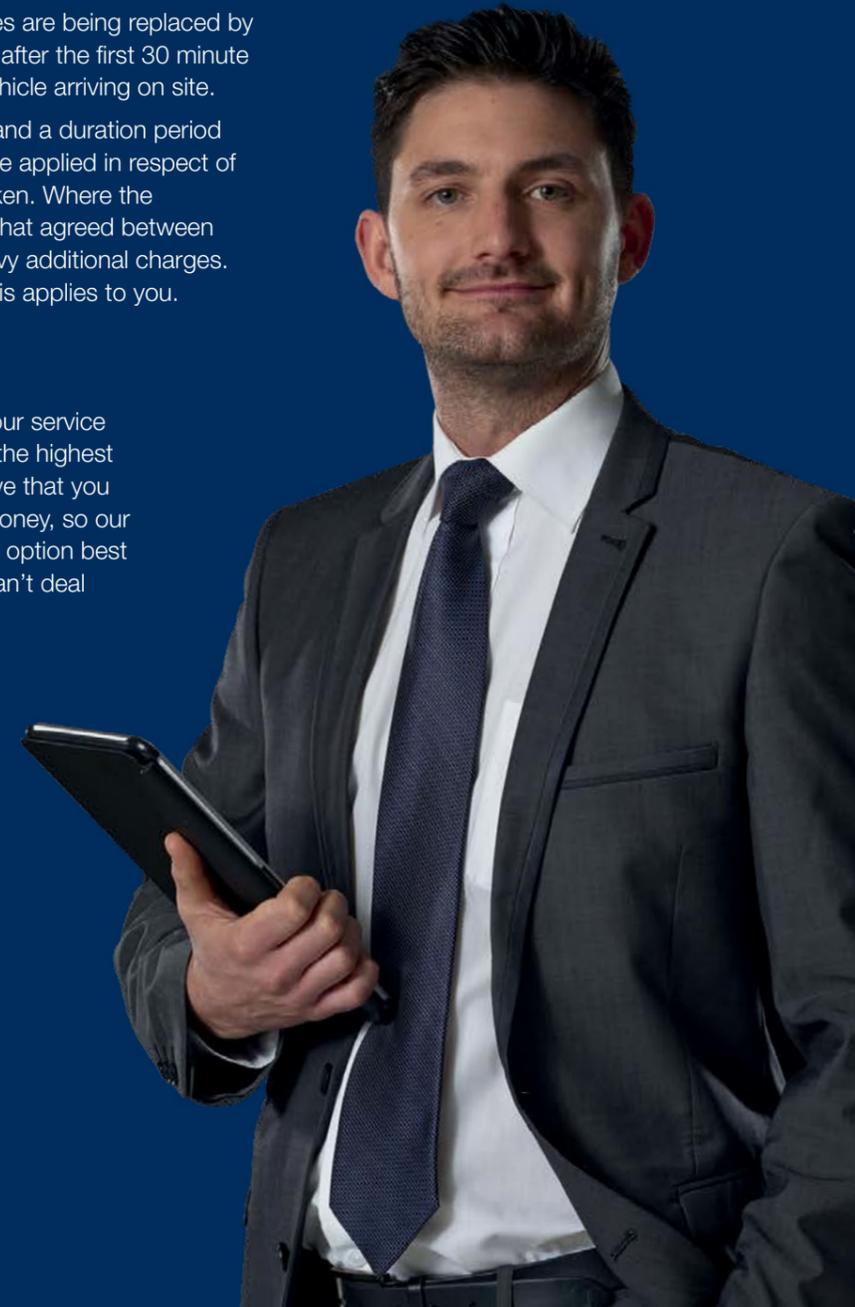
The current day work and waiting time charges are being replaced by a standing time charge which will be incurred after the first 30 minute free discharge period following the delivery vehicle arriving on site.

Where a specific contract with total volumes and a duration period has been agreed, cancellation charges may be applied in respect of the outstanding quantities ordered but not taken. Where the volumes or duration of the contract exceeds that agreed between us, we reserve the right to vary our price or levy additional charges. Details will be provided on your quotation if this applies to you.

Additional Services

At CEMEX, we measure the effectiveness of our service from initial enquiry so you can always expect the highest standards of customer service. We also believe that you should enjoy choice, flexibility and value for money, so our Additional Services allow you to decide which option best suits your needs. If you have an enquiry we can't deal with immediately then we will get back to you within 24 hours.

For details about our additional product ranges and services, please contact the Cemex Asphalt Sales Centre or your local sales representative.



Delivery and Returns

Ordering Asphalt and Delivery

We understand that making deliveries of Asphalt products is a critical part of any project with product conformity, application and time pressures all playing a big part in delivering a successful project.

“We always aim to deliver within 30 minutes of the agreed times.”

Please understand that provisional and loads on hold are not guaranteed to be delivered to specific times.

Occasionally there are circumstances beyond our control that may mean delivery is delayed. If we cannot meet the agreed/specified time then we promise to call you and let you know.

Our normal delivery hours to site are:

08.00-16.00 Monday to Friday / 08.00-12.00 Saturdays.

Additional charges will be incurred for deliveries/collections outside our normal working hours.

Receiving our Deliveries

We ask that the person responsible for accepting a delivery on your behalf is present to meet each delivery and also that deliveries are signed for by an authorised person who provides a signature and printed name recognisable to your company.

The safety of our team, your employees, subcontractors and members of the general public is of paramount importance to us. If we're unable to meet a delivery to site due to unsafe conditions and/or poor access then product, delivery and a Returned Material Charge will apply.

Returned Materials

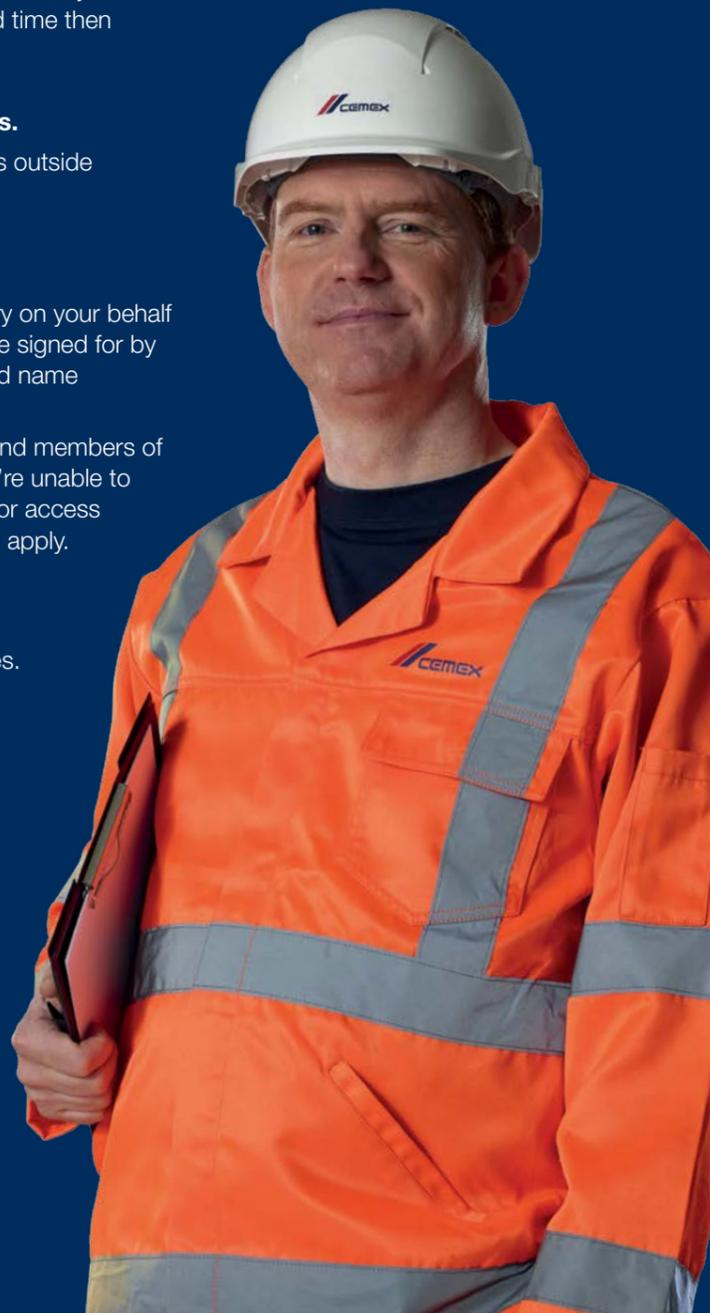
Every effort will be made to avoid returned material charges. Materials returned on our delivery vehicles will incur a Returned Material Charge.

Only material produced at CEMEX Asphalt Plants can be returned.

Cancellation

CEMEX Asphalt reserves the right to levy a cancellation charge which will apply to all ordered loads cancelled or reduced after 1500 hours on the day prior to the agreed delivery.

In regards to night time deliveries, cancellation of ordered loads received after 12.00 noon on the day of supply will incur a charge. Reduction in programmed tonnage on the night of supply will also incur a charge.



Payment and Support

Payment

Payment days are strictly 30 days net for approved accounts, otherwise cash or card payment is required prior to dispatch for each delivery/collection. Late payment charges may apply.

See our conditions of sale at www.cemex.co.uk/termsandconditions

Card payment may be subject to an administration fee. Further details are available on request

We will supply one electronic copy of each Delivery Note (for Proof of Delivery) and Invoice free of charge. Further copies are available on request for which there will be an administration charge.

“100% of your enquiries will be dealt with within 24 hours.”

Administration Support

Free online access for Copy Invoices and Proof of Delivery Documents is available at www.opustrustweb.co.uk/cemex/

To set up your access password please contact us on 01642 628 393.

Free access to CEMEX Product and Marketing Literature is available at www.cemex.co.uk/literature

Free access to CEMEX Plant Locations is available at www.cemex.co.uk/locations

For details about all our additional product ranges and services, contact the Cemex Asphalt Sales Centre.

Telephone calls may be recorded for training and to improve the quality of our services to you.



The CEMEX Experience

People

It's the people that you deal with at CEMEX that really do make the difference. From your initial enquiry through to reliable delivery and the final invoiced goods, understanding, technical advice, courtesy and clear communication are the pillars of the CEMEX experience.

Solutions

Technical innovation and quality assured, responsibly produced products are the foundation stone of our business. We provide solutions that are safe, sustainable and versatile, making CEMEX products your first choice for enhance performance.

Passion

We put our heart and soul in to everything we do. For us it's about building a long-term relationship with you, one that's built on trust and mutual respect. We're different because we care.

These are not just promises. These are commitments.

This document does not form part of our contract and all our supplies are subject to acceptance of CEMEX standard conditions of sale in accordance with our quotation.

CEMEX Asphalt Sales Centre
Abbots Park, Preston Brook, Runcorn, Cheshire, WA7 3GH
0845 155 6367
www.cemex.co.uk/asphalt

Products and services are subject to change without prior notice.



HELPING TO BUILD A **GREATER BRITAIN**