

Ordering

- Orders can be taken up to 3 hours in advance of delivery during normal business hours pending truck availability and travel times.
- Orders >50 yards should be placed at least 24 hours in advance if not sooner to ensure timely service.
- Order as close to the quantity as you believe you need. As a rule of thumb, we recommend you order 10% over what you think you need. Small loads or clean ups that are not planned for in the daily schedule make it difficult for Dispatch to plan and fit in accordingly. This can create situations resulting in poor service and/or affect the finishing process of the concrete (i.e. cold joints).
- Order changes and cancellations should occur at least 90 minutes prior to the order unless travel times from the job to the plant exceed that. Failure to do so can result in cancellation charges up to the price of the load.
- Other considerations and communications that will affect your positive experience include slow-downs on job sites, delays in pump arrivals, etc. that could result in backups in the schedule as well as standby charges on your job.

Delivery

Folsom Ready Mix is here to partner with you and provide the best service possible. We ask for your cooperation by keeping open communication lines with our Dispatch Department during delivery. This includes but is not limited to the following:

- **Slump:** For multiple load projects if a truck shows up with a slump that is off from what was expected or ordered, please let us know so we can attempt to adjust future loads
- **Color issues:** If colored concrete shows up and does not look consistent with expectations or with other loads previously delivered, please let us know so we can double check the batch weights before putting it down. Once its down it will cost a lot more to replace it.
- **Accessibility:** Whether it be tight spacing, soft access roads, or something else, please let us know in advance so we can send someone out to investigate. If the location doesn't look safe and might cause damage to the mixer truck or the property, our drivers are required to ask the customer to sign-off on accepting liability should we have to get towed, fix damage caused to the property, or similar.
- Be mindful of adding water on the job to get to a more desired slump. This can alter the strength of the concrete as well as impact your ability to finish the concrete appropriately.

Safety Considerations

- Have someone ready to help the driver back into position. Be mindful of not just what is behind the truck, but what is on the sides and over head that the truck may run into.
- Do not work around the truck or chutes. If for some reason you are required to do so, always wear protective gear (gloves, protective eyewear, safety vest and hard hat).



Contact us for assistance.

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www.folsomreadymix.com