

# Concrete Specialists

(A Division of Dunedin Mini Mixes Ltd)

## TERMS AND CONDITIONS OF TRADE FOR CONCRETE SERVICES AND ACCEPTANCE OF QUOTES

- Cash Sales / and package deal Jobs policy**  
We require a 60% deposit before work commences, (this invoice will be sent out a few days before we start). 20% progress payment before the day of pouring the concrete and the final balance remaining 20% paid on day of completion (this is the day the area is deboxed or control cuts are put in etc). If the last 20% remaining hasn't been paid within 3 days of completion, by accepting this quote you give concrete specialists the right to place the outstanding balance with our debt collection agency and all recovery costs will be added to the client's invoice.
- Cash sales of pumping, Supply and deliver of ready-mix certified concrete, is strictly payment before discharge onsite.** Please note job may be put on hold until proof of payment has been showed.
- Due to the increase in bank charges we are forced to pass on charges for any DEBIT/ CREDIT CARD PAYMENTS** at a rate of which is indicated on the payment platform when paying for the invoice. Alternatively, you can pay via internet banking with the bank details that are listed on your invoice.
- Account holders: Payment strictly due the following 20<sup>th</sup> of the month, going into the 1<sup>st</sup> of the next month** Interest may be charged on overdue accounts.
- UNPAID accounts will be placed with our debt collection agents and all recovery costs, interest fees and late payment fees passed onto the client**
- Our quotations are valid for ninety (30) days.** After this date, any increase in labor rates or material costs will be charged for.
- RESERVATION OF TITLE – The customer agrees that pending payment in FULL, the customer holds the goods as Fiduciary Bailee and agent only and Concrete Specialists retain complete ownership in the goods until paid for.**
- By accepting the quote, the client authorizes concrete specialists to release and collect information about the client for the purpose of establishing the client's credit worthiness.**
- CRACKS; Unfortunately all concrete cracks. This can be something that is out of our control and not 100% avoidable due to many factors , cracking off a particular connecting surface, a corner ,weather , ground movement etc, all packages have steel mesh in them so further crack separation should not happen. We do recommend adding in poly fibers as an extra to help assist with shrinkage cracks please talk to our team about this and we can add the costing to the quote.**
- Client is responsible for keeping the new surfaces wet after it being poured (once it has been cut by cutting contractors if it's getting cut) by either a light hose or sprinkler for a minimum of 5 days, to help assist with shrinkage cracking**
- TIMING.** On Packages depending on size, location, the season etc., we aim for a maximum two-week turn around. This could be a lot quicker, or a little bit slower. Due to weather or other factors. As packages are an extra we do here we fit them around our deliveries and pump jobs, so we may be on and off site but we do aim for the two week turn around and we will keep communication at all times.
- CURING; concrete can take up to 28 days to cure to reach 99.9% of its strength, we advise not to put any motor vehicles over a newly poured slab (each project is different) at a minimum wait 7 days. Please discuss this with us beforehand. Depending on the weather conditions and the specific job, you may be able to walk on the new slab lightly after two days.**
- ANIMALS; unfortunately, once we leave a property, we take no responsibility for any animals walking on the newly poured concrete, this is the client's responsibility, to watch out for them. If they run through the concrete we cannot guarantee we can fix it it may be too late**
- Cuts on a job. All jobs unless specified have generally only had allowances for control cuts only, unless specified on the quote that they are decorative cuts. When we price for packages to cut out existing concrete areas we only generally allow to cut outs of existing that is 100mm max only (unless specified if client lets us know it isn't ) if it is thicker we will have to talk to you once the cutting has begun as we may have to use bigger saws that cost a little extra than what was allowed for , but we will communicate with you regarding this,**
- WEATHER; unfortunately, we cannot control the weather (rain on a slab, winds with leaves flying onto a slab, frosts the next say etc) these are out of everyone's control. Meaning we cannot predict the outcome as weather can change so rapidly without warning. We will keep communication and do our best to work with our clients to find the best day for pouring**
- If boxing is staying in, please be aware that overtime this may weather and stain if not sealed by the client and slightly move away from the concrete with time.**
- If the weather decides to change throughout a pour and starts to rain when not forecast for it, this is outside of concrete specialist's control. We will do our best to try achieve the best finish under the circumstances.**
- COLOUR OXIDE; there is a slight variance to the Colour samples. Colour samples should only be used as guidance, as the samples are made of plaster and can give a false indication of exact Colour. As we are dealing with a natural product there can be a slight variation, once Colour has been poured there can be some slight patchiness due to many variations and can show white patches, this is efflorescence, which will come out of the concrete over time. To rush that process you can do a controlled acid wash, which may help assist with efflorescence. For a finished look, colours can look very pastel, you do not need to but we do highly recommend Sealing for a finished look.**
- EXPOSED: Please note exposed concrete will not have every pebble equally placed, it is a natural product and the nature of the finish is unique on every job it may have more pebble in one area than the other. When exposing a concrete slab, client needs to be aware that there will be a slurry run off the slab into gardens etc that will run whichever way the water runs. We make no allowances to clean this up unless specified in the quote. If the slurry run off will be running off your property onto the street we will need to discuss an option of sand bags and a sucker truck to take away the slurry as no slurry is allowed to run down drains or onto council land.**
- SEALING; Most colors do not need to be sealed they are UV resistant except for our darkest charcoals, but it is recommended to seal your slab, to get that finished glossy look and to help avoid stains oil and grease seeping into. Please talk to us further if you desire this look.**

21. We do our best to try keep the concrete slurry off when going up against existing clients houses, garage fencing retaining walls and wood etc, but there can be a little residue still left on there. If you would like a specific area taped off or do not want any slight residue on it is up to the client to wrap the house unless specified as an extra in the quote or to mention this so we can put a plastic wrap fee on the job and do our best to minimize the residue.
22. Placers. All places are sub- contractors to concrete specialists. We just book them in for the client's job as it makes it easier for the client to book everything with one company. But as they are a separate company if there is any specific questions, or concerns you have for the placing please let us know and we will answer your questions or get you in contact with the placing company. If there is any issue with the placing, all other aspects must be paid on the due date of the final invoice minus the placing if that is being disputed.
23. SITE: Please be aware we do everything we can to try and keep a site clean, but sometimes this is not 100% avoidable , please bare in mind your job will be under construction so if there is any requests regarding special areas or requests regarding what needs to be kept clean please contact us before your job takes place.
24. We are NOT engineers, nor do we claim to be so no project is structurally engineered, unless this is specified, please note no job will have an engineer plan attached to it. If you would like one or need one please let us know and we will work with you to get a certified one. If you have an engineer on a package job or needing council sign off. This is the clients responsibility to provide the correct plans.
25. DCC all Dunedin City Council or engineer sign offs are the clients responsibility, to sort and organize. It is the clients responsibility to provide our team by email only with the correct and all plans on areas that have plans and specs to meet the engineer and dcc specifications
26. CHANGES. If the client requires any changes to the quoted job or has any further information relating to their package, this must be all done via written confirmation on email only. No texts or phone calls valid for changes or updates on a project relating to packages.
27. We are not project managers nor do we claim to be. With packages, we have subcontractors who complete the cutting, and placing. We just book them to make it easier for the client.
28. BLOW HOLES: are air pockets in the concrete, blow holes are individual, generally rounded cavities on vertical surfaces. They are caused by the air that gets trapped under the top face. They are naturally occurring and not 100% avoidable.
29. If we do not prep the areas, we can take no responsibility for any ground works or set ups and work the falls of concrete to how it has been set up. If we are supplying and placing only, concrete specialists takes no responsibility for the setup of a site, how thick the concrete will be etc. It is up to the client we are supplying to, to have the site up to standard so the concrete can be durable and have the water falling to the correct places.
30. DEPTH: Will be done to the NZ standard unless specified in DCC or engineered plans for an alternative depth of concrete.
31. DELIVERIES ONLY: We allow 10-15mins per m3 to be barrowed out of the truck, anything longer than this may incur a wait fee of \$50.00+GST per half an hour extra onsite
32. OFF THE STREET: If we are to come off the street with trucks, or machinery it is at clients own risk for any damage that the weight of the truck has on the existing paths, grass , gravel, and driveway etc. If we get stuck on a site as its not up to standard for a truck to be driven on. It is up to the client to pay to get the truck towed out.
33. MESH: We recommend all jobs with concrete to have Steel Mesh at a minimum
34. If we are on a package deal and we have set up areas ready for pour and clients subcontractors dig them up. The clients subcontractors must replace the areas and have them set up as to what they were existing, leaving the site clear of their spoil or mess.
35. MACHIENE FINISH: please note there can be slight machine flick of concrete on surrounding areas, please let our team know if there is specific areas that need to be covered if you do not want this. In some cases it can be wiped off if accessible while wet or rub off when its dried. This is clients responsibility.
36. If we are on a job that is going to be ground and polished, please note as concrete and the stones inside the concrete are a moving item we cannot guarantee the exact placing of the stones throughout the slab these will be random with some areas showing more stones than others.
37. EXISTING: Please note if we are going up to existing plain exposed or colored concrete. There will be a Colour difference if they are poured at separate stages, but they may tone down the same over time.
38. DRAINAGE: We do not set up drainage, if there is drainage to be done, we will pass this onto a drainage company to deal with you direct or if you have your own to set up drainage. We will pour to drainage heights that have been set up and falls that have been set up.
39. DELAYS: If there are delays onsite due to another contractor, this is not deemed a CSD fault of timing, if there is delays getting the concrete work done please note this is out of our control and once a separate contractor has finished there works connecting to concrete, we will get back into your project as early as possible.
40. When quoting a job, we have made NO allowances for any unforeseen circumstances below the surface (needing more clay out and replaced with gravel, or broken services underneath the ground) If we break a pipe or services underground that we have not been notified about via email please note to get these fixed may incur and an extra fee above the quotation, but we will communicate if anything arises.
41. If we are pulling any existing concrete or solid fill etc away from existing dwelling drainage, piping or gully traps etc if they are well fixed up agasint those areas we will do our best but we cannot guarantee any damage to the drainage or wall etc when pulling away older fill.
42. We do not allow for any coverings of a specific area when working around it (Barrowing over surfaces getting dirty etc.) please specify if you want particular areas covers as this could be an extra, but needs to be discussed
43. If we have not been notified by the client of existing drainage, and power, and we break it, due to no notification, these will be fixed at the owner's expense.
44. No allowance for any DCC permit, traffic management, sucker trucks or any drainage if any, or unless specified, and listed with a price within the quote. If these are needed this will be an extra with the cost passed onto the client.