



**ATLAS**  
CONCRETE

# CUSTOMER HANDBOOK



**Atlas Concrete operate from Bombay to Warkworth  
with five branches located around the region.**



To place an order, please call the branch closest to your project and our team will do our best to meet your expectation.

For Pricing, please contact your local Sales Rep.

### Contact Numbers:

**Takapuna** (Head office) - Servicing North Shore - Ph: **09 486 3333** – Sales Rep **0275 731 729**

**Wiri** – Servicing South Auckland - Ph: **09 277 7197** – Sales Rep: **029 771 3357**

**Kumeu** – Servicing West Auckland - Ph: **09 412 9456** – Sales Rep: **0275 212 117**

**Silverdale** – Servicing Hibiscus Coast - Ph: **09 426 9551** – Sales Rep: **0275 962 334**

**Panmure** – Servicing Central & East Auckland - Ph: **09 570 8550** – Sales Rep: **0275 760 088**

**Accounts Receivable** - Ph **09 488 7905**

*We service the greater Auckland and Northland Area – Out of Area Charges apply for Manukau Heads, Mercer (and beyond), Piha, Huia/Laingholm, South Head, Warkworth and Glorit (and beyond).*

At Atlas Concrete we pride ourselves on having industry leading service and product quality. Service and product quality are our focus because that's what our customers tell us are the most important attributes they are looking for in a materials supplier. To ensure we can offer you the best possible service and quality we require a good understanding of your expectation for the order you are placing. To help us fully understand your expectations we require the following information when you place your order.

The first step is providing:

- Suburb of delivery
- Quantity of order
- Date of delivery
- If you require Mini Truck
- Desired time of delivery

With the above information we will be able to ascertain if we can meet your requested delivery date and time and can begin entering your order. If we are not able to meet your required time we will offer an alternative option for your consideration.

Once we have agreed on the delivery date and begun the order entry process we will require the following information in the following order:

- Account name or if Cash Sale, or Cash Account name
- If you have a special project loaded in our system
- If your mix is Standard, Exposed (decorative), Kerb, Spray or Special
- Payment method if Cash Sale (Cash, Credit Card, Eftpos or Direct Credit)
- Delivery address
- Any special delivery instructions
- Any purchase order number or job reference
- Contact phone number
- Mix required (strength, chip size, standard or pump etc)
- Pour method (Barrow, Chute, Boom Pump, Grout Pump, Line Pump, or Kerbing)
- Any associated products eg: Oxides or additives
- Any extra products eg: Rugasol
- Credit Card details if paying by credit card (Card number, Expiry date, 3 digit security code)

Providing us with all the information we require will give us the best chance of meeting your expectations for the delivery. Failure to provide us with all the information for your order may lead to compromises in our service because we can't meet your expectation if we don't fully understand it.

Once placed, all orders will be considered confirmed unless we are informed otherwise. This confirmed status allows us to allocate trucks and source the raw material with certainty. We will continue to plan for unconfirmed orders, however the later you confirm, the harder it is for us to meet your expectations.

## CANCELLATIONS

We of course understand that we all rely on the weather on any given day to ensure the best result possible. Because of this we will accept cancellations due to weather on the day of the scheduled order. However cancellations made within 24 hours of scheduled delivery will incur a cancellation fee unless due to weather. For orders on Mondays, customers will need to cancel before close of business on Friday, to avoid the cancellation fee.

## TIME ALLOWANCE

We allow a discharge time on site of 10 minutes per m3. If this allowed time frame is exceeded we reserve the right to charge truck hire fees for the additional time on site. Please advise us in advance if you intend to take longer to unload so we can plan accordingly for your requirements.

## DISPOSAL FEES

A disposal fee will apply for any concrete 0.4m3 and over left in our trucks. To avoid this fee, please calculate your requirements carefully or make arrangements for any extra concrete to be disposed on your site.

## WATER ADDED ON SITE

No water shall be added to loads on site without first consulting the Atlas despatcher or batcher as this may affect the structural integrity of the concrete. Our staff will adhere to the New Zealand ready-mix standards (NZS 3104 and NZS 3109) and advise if any water may be added to your load or not.

## CASH SALES

All Cash Sales (including Cash Accounts) must be paid for 3 days in advance to secure your booking time. If paying by credit card, please ensure you have sufficient funds/limit on your credit card to cover the purchase. If we do not receive payment 3 days prior, your scheduled delivery time may be affected. For measures, we require credit card details and will charge the measure just before we batch it. No orders will be manufactured prior to payments being completed.

## TRUCK SIZES

<i>(Indicative specifications only)</i>	Standard Truck (6 Wheeler)	Mini Truck (4 Wheeler)
Capacity	4.5 – 5 m3	2 – 3 m3
Width	2.5 m	2.2 m
Height	3.6 m	2.9 m
Chute Extension (from centre of truck)	3.5 m	2 m
Loaded Weight (approx.)	23 tonne	12.7 tonne

## CONCRETE DESPATCH HOURS OF OPERATION

Monday – Friday 6am – 5pm and Saturday 6am – 12pm

*Please enquire for orders outside these times – opening fees may apply.*