

# ORDERING & SCHEDULING CONCRETE SUPPLY



The Canterbury Concrete team schedule concrete delivery based on information supplied to us by you. Normal practice is for us to confirm bookings on the day prior to the pour. Recently we have seen a lot of changes to orders occurring on the day of the pour. This can affect the speed of supply to finish your job and changes have a flow on affect for all jobs after yours.

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## ORDERING

To assist us to supply on time, we ask that you give us as accurate information as possible when ordering:

- Location of the job. (This affects travel time)
- Volume of concrete - **plus a single balance load**
- Unload time
- Access or traffic issues.

Our customers with existing booking slots need to have their following week's bookings in by Thursday lunch time to ensure good service.

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## CONFIRMATION OF ORDERS

Canterbury Concrete staff will call on the day prior to confirm delivery. Only confirmed orders will be scheduled for delivery. We will need an actual address to confirm the delivery.

**NB:** Orders that are placed on "Will Call" will be scheduled when they are confirmed.

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## CHANGES & ADDITIONS

We may be able to accommodate late changes if:

- The delivery address is a similar distance from the plant and
- The volume is similar to that scheduled.

We will always do our best to fit any additional orders in but will place priority on those orders already confirmed.

Orders on "will call" will be dispatched as soon as possible after confirmation. This may not always be the original time slot.

**THESE STEPS WILL HELP CANTERBURY CONCRETE TO SCHEDULE AND DELIVER TO YOU.  
WE APPRECIATE YOUR HELP.**

## CONTACT

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