



**READY-MIX CONCRETE**  
Service Manifesto



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## I. WELCOME MESSAGE

We are delighted that you are thinking of buying Ready-mix from CEMEX. To help you more with your decision, this document explains the service standards you can expect from our range of Ready-mix products and services.

### Using this document

As you would see, we have covered the most important aspects of CEMEX Ready-mix:

- Product Quality
- Service Promise
- Delivery & Returns
- Pricing
- Payment, Billing and Support

If you are reviewing this document as part of a current offer, please read this in **conjunction with our quotation's terms & conditions.**

If you would require more information about our product ranges and services, you may reach our call center at 800CEMEX / 800CEMEX4U for Cash Customer and our staff will be happy to assist you. **Alternatively**, you can visit [www.cemex.ae](http://www.cemex.ae) or follow us on Facebook & Twitter or email us at [infouae@cemex.com](mailto:infouae@cemex.com).

## II. PRODUCTS & QUALITY

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

Our aim is to provide value added solutions that are safe and sustainable making CEMEX products your first choice. We tailor our products & services wherever possible to suit your specific needs and help solve building challenges.

## **Quality Guarantee**

All Ready-mix concrete products are manufactured in accordance with applicable standards. CEMEX policies and procedures comply with ISO 9001, ISO14001 and OHSAS 18001 standards.

## **Product Non- Conformity**

If for any reason, you have any concerns that the product fails to meet the specification, please send us a correspondence or put a note on the delivery ticket and send it to us as soon as possible and allow us a reasonable time to inspect the delivery.

If necessary we'll return the material to our plant for modification, however, if this is not possible, a replacement will be supplied. You will not be charged for any waste disposal or any replacement if the delivery is agreed to be out of specification

## **III. OUR SERVICE PROMISE**

### **Easy Business**

First class customer service & streamlined processes - that's our commitment to you as we value your time.

### **On-Time Delivery**

“We always aim to deliver within the agreed time frame and if there's a problem, we'll call you”

We realize how important on-time delivery of quality assured products is to your business. We set extremely high targets for timely delivery, but occasionally there are circumstances beyond our control that may mean delivery is delayed. If this is the case, we promise to call you immediately so that schedules can be revised and minimize the downtime. We always strive to be at the Jobsite at the exact scheduled time, though deliveries within +/-30 minutes of the scheduled delivery time are considered on-time.

### **Reliable Technical Support & Services**

We recognize that the construction industry is shifting towards a more cost-effective, efficient and environment friendly solutions which inspires us to be more innovative in conducting our global business.

Our Global Center for Technology and Innovation in Switzerland houses a state-of-the-art research laboratory. This laboratory has a unique and broad range of investigation tools and novel in-house testing methods that are available to the CEMEX community.

### **Query & Concern Management**

“We will acknowledge your queries and concerns within 24 hours and respond within our Service Level Agreement” as we take our service commitments seriously and personally.

## IV. PRICES

“Your Ready-mix Prices, Surcharges, and Services & Extra Charges explained. No hidden charges.

All the prices are itemized per product, service & surcharge in our quotations, hence, review this document alongside with our Quotations. The prices we offer are not fixed and are subject to change from time to time with fair notice period. The quotation is valid for specific period as mentioned in our offer.

### Surcharges

These are surcharges that automatically charged per m3 supplied to you. Prices are shown in detailed in our Quotations.

Surcharge	Unit of Measure	How It Works
Employee Welfare	1 AED / m3	As part of our social responsibility, CEMEX workers have been given proper and work-life balance to ensure quality service is given to you. A service charge will be applied per cubic meter supplied.
Drum washing	2 AED / m3	Incurred due to proper cleaning of the trucks and proper disposal of any concrete remaining at the truck.
Aggregate Environmental Tariff	15 AED / m3	This fee is pertaining to the charge implemented by the government.
Fuel Charge	AED / m3	This may be applied if the current fuel expense is above the base level of the previous year.

### Services

As we offer you flexibility, below are the additional Services that allows you to decide which options best suit your needs. Rates can be found in our Quotations.

Service	Unit of Measure	How it works
Temperature Control	AED/m3	Your concrete can reach at site at a certain temperature you require. You may choose from 24 deg - 32 deg temperature controlled concrete. If there is a new requirement, we will assess and offer you the new services required.
Technical Assistance	AED / requirement	Pertains to your requirement to do the sampling. You may perform it in CEMEX plants or do the Sampling at your site.
Opening Charges	AED / request	If you may require your concrete to be served during out of our standard Operating Hours (Saturdays 6AM till Fridays 6AM) ,or any other Holidays, an opening fee will be charged.

Damaged Tubs	AED per damaged tub	You will be requested to give CEMEX a security cheque for the mortar tubs provided temporarily to you. Security cheque will be returned to you once the tubs are returned to CEMEX in good condition, else the damaged mortar tubs will be charged.
Pump Charge	AED / m <sup>3</sup>	Pump charge will be applied upon request. These may be charged per cubic meter, or per hour or per day.
Pump Mobilization Fee	AED / mobilization	If you require a pump bigger than our standard 42m pumps, a mobilization charge will be applied
Pipeline Charges	AED / pipe	If extra pipelines are requested, this charge will be applied
Boom Charge (Pump + Static Line)	AED / m <sup>3</sup>	A charge incurred due to a requirement / usage of pump with static lines
Placing Boom	AED / Month	If you may require a placing boom (28 m or 32 m) installed at site, this monthly placing boom fee will be applied. If there is a new requirement, we will assess and offer you the new services required.
Mechanical Distributor	AED / Month	This is a monthly fee pertaining to your requirement of a mechanical distributor.
Plant Exclusivity	AED per requirement	For high volume requirements that are project critical we can offer you an opportunity to have exclusive use of our supply plants and specific charge may apply.
Truck Mixer Exclusivity	AED per requirement	We can make our truck mixers available on a day-works basis to support any special project requirements. Charges may apply. Contact us for further details.

## Extra Charges

We aim the utmost transparency and that we would like to inform you on the other extra charges that may be applicable for your transactions with us. Rates can be found in our Quotations.

Other Charge	Unit of Measure	How it works
Small Load Charge	AED / m <sup>3</sup>	Small load charge is applicable for each delivery that is lower than the allowed minimum quantity per trip.
Truck waiting time	AED / hour	Charge for waiting time will be incurred after the first 60-minute free period (vehicle arriving on site vs departure at site). If in case that CEMEX delays in dispatches from the committed time, the same amount of penalty will be paid by us to you.

Returned Concrete	AED / load	When the material is returned on our vehicle to CEMEX plants, we will apply a charge for the costs of handling and environmental / proper disposal. This could be either full returned concrete or partial returned concrete.
Minimum Pump Charge	AED per below min quantity incidence	If the quantity pumped is less than the agreed minimum quantity allowed, a minimum pump charge is applied.
Pump Waiting Time	AED / hour	Charge will be incurred after the first 60 minutes' free period following the committed time of Concrete at site vs the time that the pump starts to pump the concrete. This charge will be applied every 30 minutes' period at an agreed price after the allowed period. If CEMEX is delayed in sending the pump at site, the same amount of fee will be paid to you.
Extra Distance Charge	AED/load	An extra distance charge may be applicable if the construction site is above the average distance considered as CEMEX regular services area.
A Cancellation Charge	AED/m <sup>3</sup>	A charge per cubic meter may apply to orders cancelled after 6:00PM on the day prior to delivery and to reductions greater than 25% on orders over 24m <sup>3</sup> . This charge maybe applied also to the on- the-day of deliveries. Any cancellations or reductions within the above range are subject to a minimum charge of 500AED and a maximum charge of 15,000AED. If in case that CEMEX cancel your order after 6:00PM on the day prior to delivery, the same amount of penalty will be paid by us to you.
Peak Time Deliveries / Premium Load Charge	AED / m <sup>3</sup>	Peak time delivery charges may be incurred when we experience high demand or high traffic delivery areas. We'll notify you of this when you place your orders and we'll always offer alternative days or times when charges do not apply.

Administration Fees	AED / transaction	<p>This is a charge depending on the service being requested.</p> <p><b>Holding of cheque</b> - Applied to the cheque requested not to be presented on its maturity date but rather on a later date. The admin fee on this case should be paid with a current dated cheque.</p> <p><b>Bounce Cheque</b> - if the cheque is returned, an administration fee is applied.</p> <p><b>Late Payment</b> - pertains to an administration fee pertaining to delay in payments after due date</p> <p><b>Extra copies of copies of Tickets/Invoices</b> - We will provide one copy of the Delivery Note and Invoice free of charge. Further copies are available upon request for which an Administration Fee may be applied.</p> <p><b>Payment Term Processing</b>- this is applicable for CASH Customers who may want to process payment other than CASH.</p>
Pump Washing Charge	AED / requirement	<p>This charge is due to proper handling environmental concrete waste cleaning/disposal. In case of pump cleaning area is not provided at site, pump washing charge may be applied.</p>
Special Pump Rate of Pour	AED / hour	<p>This may be applicable for concrete being pumped at a very unreasonable phasing (i.e. under 20 m<sup>3</sup>/hr). If CEMEX is delayed in the agreed pump rate, the same amount of fee will be paid to you.</p>

## VI. Ordering, Delivery & Returns

We understand that timely deliveries play a big part in delivering a successful build. As a good standard practice, we request that your orders for the next day be placed before 3 pm of the previous day.

All orders must be placed with a Central Dispatch Agent by e-mailing to [infouae@cemex.com](mailto:infouae@cemex.com) or through our toll free 800CEMEX (80023639) Option 4 or via Fax: (+971) 04 -3408760.

Note that telephone conversations are recorded for verification and to ensure accuracy.

### Confirmation of Order

Our Central Dispatch Agent will coordinate and confirm the best agreed delivery time that meets your needs before 6PM the previous day for confirmed orders.

Orders that are not confirmed 4 hours prior to delivery time are considered as Provisional Orders or “Will Calls” and are subject to rescheduling and delays.

## **Rescheduling Policy**

Every effort will be made to avoid cancellations to minimize opportunity losses.

Orders that are rescheduled by the client, need to be confirmed by 6:00pm the day before to avoid rescheduling and delays.

## **Cancellation Policy**

A charge per cubic meter may apply to orders cancelled after 6:00 PM on the day prior to delivery and to reductions greater than 25% on orders over 24m<sup>3</sup>.

This also applies on the day of deliveries.

## **Delivery**

The safety of our team, your employees and subcontractors is of paramount importance to us. If the unloading point is not safe enough for our drivers and assets we may decline to deliver.

We understand that deliveries of Ready-mix products are a critical part of any project with product conformity, application and time pressures all playing a big part in delivering a successful build. If there would be circumstances beyond our control that may mean delayed delivery and we cannot meet the specified delivery time, then we promise to inform you at the earliest.

## **Receiving**

We request the person responsible for accepting a delivery on your behalf is present at site to receive each delivery. Delivery tickets must be signed by your authorized person whose signature is recognized by your company.

Logistics on the Site shall be of liable responsibility of the Client to ensure a safe, quick and organized offloading of concrete; we will appreciate your cooperation to inform our Central Dispatch team case you need our assistance.

## **Returns**

Every effort will be made to avoid waste disposal in the event of materials return.

If in case that the return is justified and valid, then you will not be charged but we do ask that the concern is supported by a written notification from your end, else a full or partial returned concrete is subject to an additional environmental disposal charge (returned concrete charge).

## **VII. PAYMENT, BILLING & SUPPORT**

### **Payment**

If you may require credit terms, you must fill up our Credit Application Form and submit all required documents – trade license, passport copy, special power of attorney, audited financial statements – to name a few. The payment



terms to be granted is based on the results of the analysis report and capabilities identified. You may also submit a Bank Guarantee or an LC to secure the credit limit and terms being requested. Further details are available upon request. Payments can be made by Cash, Credit Card, Cheques, Bank Transfers, Letter of credit. If you are having a facility at your bank, you may advise us and it will be reviewed accordingly and a feedback will be given to you at the earliest.

## **Billing**

Our invoice details out the products, services and surcharges to ensure transparency and accuracy. Invoices are generated semi-monthly, but if you may require to process the invoice for your transactions at any point in time of the current month, please send us a written notification and we will execute the invoicing accordingly.

## **Support**

CEMEX provides you with extensive TECHNICAL PRODUCT and CUSTOMER SUPPORT.

Please contact our Sales, Technical and Back Office if you may be needing support on these specific areas.

Free access to CEMEX Product and Marketing Literature is available at [cemex.ae/documentsanddownloads.aspx](http://cemex.ae/documentsanddownloads.aspx)

Free access to CEMEX Plant locations is available at [cemex.ae/find-your-location.aspx](http://cemex.ae/find-your-location.aspx)

## **VIII. THE CEMEX EXPERIENCE**

**“At CEMEX, we know it takes more than high quality products and a committed team to make a difference. It also takes passion to provide you with exceptional customer service.”**

### **People**

It is CEMEX people that you deal with that really make the difference. From your initial enquiry through reliable delivery and final invoiced goods, understanding, technical advice, courteous and clear communications are the pillars of CEMEX EXPERIENCE.

### **Solutions**

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

### **Passion**

We put our heart and soul into 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.**

*Note: Any amendment to the Service Manifesto shall be informed to our customers by virtue of a prior written notice at least thirty (30) days before implementation.*



Building a better future



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