

## QUARRY DELIVERIES – TERMS & CONDITIONS

- **Materials** – Refer to our “Products” page to get a general idea of what the materials look like. Each quarry varies in color and gradation (sizing). Not all products shown are available at each quarry, so please check the location page on the Hedrick website or call for more information. We encourage you to stop by the quarry and view samples/stockpiles before finalizing delivery plans to ensure that you receive the correct product(s).
- **Estimates** – Estimates may be obtained by calling the scale house. A request for an estimation on “X” tons of stone will be for the stone cost alone, unless you specify that you need delivery cost as well. The full cost of the load is not taxed and includes the material cost-times the EXACT tonnage- plus the delivery cost. For this reason, estimates are slightly +/- the final charge. Delivery charge is calculated based on the time it takes to make a round trip to your job and may include a “risk factor” fee for places that are excessively steep/narrow/difficult. We do our best to get as close to the ordered amount as possible but an order for “17 tons”, for example, may end up being 16.9 or 17.25. Again, the exact weight loaded onto the truck determines the final total and we won’t know this amount until the truck is on the scale. If you have a dollar amount that cannot be exceeded, please inform the dispatcher of that when the order is placed. If you need help determining how much stone you need, you can refer to the Tonnage Calculator located at the top of our website ([www.hedrickind.com](http://www.hedrickind.com)). The calculator relies on exact measurements and will not be accurate if based on an assumed length & width.
- **Scheduling-**
  - To ensure availability, call to coordinate delivery no less than 48 hours before you need it. This allows us to call in extra trucks if we have a busy day scheduled.
  - It is important that you/your contractor answer the phone when called to confirm delivery. Failing to do so, or to make a timely callback may result in the delay or cancellation of your order.
  - A fully-loaded dump truck weighs about 65,000 lbs. and can cause damage to a soft road. For this reason, and the likelihood that the driver could become stuck, and be forced to call a wrecker, we do not deliver when we’re experiencing wet/icy weather conditions. This could mean that your delivery is rescheduled for a later date. If you insist on accepting delivery in these conditions, any damage caused to your road is not the responsibility of Hedrick Industries, or the delivery driver.
- **Payment** – The scale house will coordinate payment before delivery.
  - Payment Options – Credit/Debit Cards (AMEX not accepted)
    - We must collect the **credit card number, expiration date, 3-digit code, full address, and the name on the card.**
    - Credit Cards will have a 3% surcharge. No surcharge for debit cards
    - The credit/debit card holder must verify their picture ID in person or by texting or emailing the picture to the scale house.
  - Check – The check must have an accurate address, phone number, and driver’s license number on it. If it is not printed on the check, please write it on.
    - We will need to verify the accuracy of the check BEFORE we send the truck to the site. A photo ID must be provided to verify the check.
  - Cash is **not** accepted at this time.

- **Delivery/Spread** – We cannot and do not guarantee a spread on a residential driveway.
  - We utilize tri-axle and quad-axle dump trucks that require 10’ width to get into a driveway. If you need a smaller truck, we will provide you with phone numbers for local drivers who may be a better fit.
  - If you are unable to be on the job site for the delivery, the driver will NOT attempt a spread. To ensure that there is no misunderstanding of material placement, we require that you, or someone on your behalf be present. If you are not able to be there, you may mark a spot for the driver to dump the load.
  - The driver(s) will do the best job possible but spreading stone by tailgate with a dump truck does not replace a grading contractor shaping a driveway and placing stone with equipment.
  - Some types of material spread easier than others. Washed stone (#57, 78-m, #467) spreads easier than some base material (ABC, ABC-M, #17).
  - Moisture and temperature effects the ability to spread material from a dump truck tailgate. For example, if it has been raining a lot or the temperature has been routinely dropping below freezing and ABC is spread on a driveway, the material tends to clump up and not come out smoothly due to the moisture retentive nature of the material. Warm temperatures and dry weather are the best conditions to spread stone.
  - Low hanging powerlines/phonelines/tree limbs will prevent a truck from being able to spread stone on a driveway since their truck bed goes up in the air up to 25’ – 30’ high.
  - A steep grade or rough road conditions will cause material to spread unevenly.
  - Drivers do NOT spread downhill, it causes their truck to become harder to control.
  - You should have a back-up plan (labor to shovel/spread the stone or equipment available to assist spreading the stone) if the spread doesn’t turn out how you like it. Our company is just a stone supplier, not a grading contractor with equipment for driveway repair. We’re happy to refer you to some small grading contractors for driveway repair.
  - Please give the dispatcher an accurate and truthful description of your property so that they can determine if we can successfully deliver to or spread stone on your driveway. If the truck arrives and cannot get into the driveway, or safely tailgate spread, they MUST be provided an alternate spot to dump the materials. If these terms are not met, and they are forced to return the load, the homeowner/contractor will be responsible for paying the delivery charge.

All drivers used by dispatch are independent contractors. Hedrick Industries is not responsible for their words, or actions on a job site. However, any problems with a driver not covered by the protections of this document should be communicated to dispatch as it helps us to retain only drivers who strive for the highest quality and service.