

Conditions for Ordering Materials

Purpose of these Conditions

The purpose of the following conditions are to:

1. Minimise any possible misunderstanding between you and the Conundrum Holdings Pty Ltd representative taking your order;
2. Reduce the risk of incorrect job or customer identification;
3. Ensure full material quality, testing requirements and traceability are understood by both parties; and
4. Protect your requirements regarding compliance to your company's Quality Assurance Systems.

It is your responsibility to communicate the required information specified in this document to us when placing an order or requesting a quote; Conundrum Holdings Pty Ltd will not be held responsible for any inaccurate selection or deficient specification of required products and or services.

Information Required When Placing Any Enquiry or Order With Conundrum Holdings Pty Ltd

When enquiring about or ordering any materials or services from Conundrum Holdings Pty Ltd, you will be required to supply:

1. Your name, company and contact number;
2. Your account status, i.e. whether you hold an account, require credit or wish to pay by cash or credit card/EFTPOS;
3. Whether you are seeking a quote and/or wish to place an order.

Information Required When Ordering Quarry Products

To make sure we get your enquiry or order right the first time, we will require the following information from you:

1. What the material will be used for, i.e. crushed rock road base, drainage aggregates, concrete aggregates, sealing aggregates etc.;
2. The required size, class and any other material specifications that need to be met, i.e. moisture content or cement content of stabilised crushed rock, and whether the product is required to meet any Australian Standard or other specification.
3. The estimated tonnage of material required;
4. Delivery details (if applicable), including:
 - i) Whether supply is required in truck only or truck and trailer;
 - ii) Delivery address and map reference (if available);
 - iii) Site contact details;
 - iv) Delivery date and time, including required spacing between loads etc.
5. Your purchase order (if applicable).

Information Required When Ordering Pre-Mixed Concrete

To make sure we get your enquiry or order right the first time, we will require the following information from you:

1. What the concrete will be used for, i.e. house slab, industrial shed floor, fence posts, whether it will be pumped etc.;
2. The required strength grade, slump and maximum aggregate size (if other than 14mm);
3. Whether any chemical admixtures or colour is required;
4. Delivery details, including:
 - i) Accurate estimation of the amount required to the nearest 0.2m³;
 - ii) Whether your order is required to be delivered by mini-mix;
 - iii) Delivery address and map reference (if available);
 - iv) Site contact details;
 - v) Delivery date and time, including required spacing between loads.
5. Your purchase order (if applicable).

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