

HAYWARD PLANT

11154 N. Olson Road • Hayward, WI 54843
 715-634-2666 • Fax: 715-634-4043

**FIFIELD PLANT**

N12502 Hwy 13 • Fifield, WI 54524
 715-762-5640 • Fax: 715-339-6595

ASHLAND PLANT

71255 Hwy. 13 • Ashland, WI 54806
 715-682-3737 • Fax: 715-682-9256

RICE LAKE PLANT
 1770 23rd Street • Rice Lake, WI 54868
 715-234-2626 • Fax: 715-234-2324

QUALITY CONTROL LAB
 11307 N. Olson Rd. • Hayward, WI 54846
 715-934-3093 • Cell: 715-651-0049

IRON RIVER PLANT

38275 Primrose Lane • Iron River, WI 54847
 715-372-8484 • Fax: 715-372-8250

AGGREGATE DISPATCH
 800-336-3478

CONCRETE ORDERING GUIDELINES

Dispatch Operating Hours:

Summer Hours: 6am – 5pm

Winter Hours: 8am – 4pm

Standard Plant Operating Hours:

Saffert (Rice Lake)

Summer Hours: 6am – 5pm
 Winter Hours: 8am – 4pm

Hayward:

6am – 5pm
 8am – 4pm

Ashland:

6am – 5pm
 8am – 4pm

Iron River:

Summer Hours: 6am – 5pm
 Winter Hours: Closed

Fifield:

6am – 5pm
 Closed

Chetek:

6am – 5pm
 Closed

Portable:

Summer Hours: 6am – 5pm
 Winter Hours: Closed

Early Morning & Evening Deliveries:

- Deliveries placed outside of our normal operating hours, will receive an additional charge at the discretion of Dispatch.
- Early or late delivery request must be scheduled ahead of time with dispatch.

Order placement:

- Saturday first round orders must be confirmed by Friday at 1:00 pm
- First round orders must be confirmed by 3 pm the previous day, Monday first round orders must be confirmed by Friday at 3 pm.
- Any contractor requesting special add ins must provide information to dispatch at the time of order placement.
- Orders cancelled without notice may be subject to a truck & plant fee.
- Orders must be placed through central dispatch; balance orders are accepted via truck radio.
- Providing inaccurate address information may result in a truck time charge.
- Excessive unload time may be subject to truck time fees of \$130.00 per hour
- Phone calls may be recorded for verification & accuracy
- If use of an additional truck is required, additional charges may apply.
- Additional load charges may be added due to restricted load size during posted road season.
- All tickets must be signed by customer on site, when delivering a load of concrete.

Will Calls:

- Orders not confirmed within 2 hours will be subject to cancelation
- Will call or customer moved orders will be subjected to plant & equipment availability.

Colored Concrete:

- Any contractor requesting special add ins must provide information to dispatch at the time of order placement.
- Any color request supplied through Todd's Redi-Mix needs to be scheduled with a 3-day lead time, color availability subject to change at plant locations.
- The color swatches provided for the Soloman Color Chart are a close proximation to the color. If exact color matching is important, please place an actual sample panel.

Concrete Pumping:

- Same day pump cancellations for reasons other than weather may acquire a cancellation fee.
- Scheduling backup days for pumps will not be accepted.
- Customer is responsible to order the correct size pump needed for the job, including line if needed.
- It is the customers responsibility to order a pumpable product.