



Customer Delivery Information

VICTORIA

INTRODUCTION

Customer Delivery Information

PGH Bricks and Pavers™ are committed to meeting the needs of our customers and ensuring that our customers receive the best possible level of service. We not only pride ourselves on producing quality bricks and pavers, but we also want to excel in our level of customer service. PGH Bricks & Pavers™ have compiled this information brochure to assist you in answering some important questions that will help PGH™ maintain a delivery service that meets your satisfaction.

Safety First

- The Health and Safety of all persons is paramount at all times.
- All PGH Bricks & Pavers™ drivers have been extensively trained in the use and safe operation of their equipment.
- Completing a delivery safely is dependant on site conditions. If, for any reason, the driver assesses the site and feels there is an unacceptable risk of injury to people and/or damage to property, the driver will at all times have the final decision on whether the delivery will be attempted.
- Should you have any questions or doubts regarding the delivery of your products, please do not hesitate to contact Customer Service directly on **(03) 9263 6336** or contact your Representative to discuss.



HOW YOU CAN HELP US

Providing us accurate information regarding your site and its surroundings really helps. In order to assist PGH Bricks & Pavers™ in successfully delivering without delay, consider the following questions.

1. Site Address Details

- **Street Name & Suburb** – Please provide clear spelling of the street name and suburb.
- **Nearest Cross Street** - To help our drivers locate your site please provide the name of the nearest cross street, especially where your street may cross two or more other roads. Landmarks or “what to look out for” are also useful, especially in new sub divisions or on large main roads. Remember, our trucks are not small and it can be difficult to turn round or reverse out of a street, so providing useful directions is helpful.
- **Site Contact** – Please provide the name and contact details of the person managing the site. We may need to contact them prior to delivery or whilst on site so it’s important the details are correct and they are available. Also let us know whether it is a locked site so we can call the site contact to arrange access prior to delivery.
- **Latest delivery time** – We deliver up till 6pm (depending on availability of light) so please notify us of the latest time we can deliver to your site.

2. Where do you want the Product Placed?

Delivery to rear via access on a neighbour’s site will require authorisation from the owner of the neighbouring site in writing to be faxed/emailed with the delivery instructions. All care regarding the delivery will be taken, but any actual damage to property on the neighbouring site, and/or cost of rectification or fines, will be the responsibility of the builder who called up the delivery.

Site Considerations

Our drivers will attempt to place your product as requested. The success of achieving this is dependant on site conditions such as ground stability, ground wetness, slope and steepness of site. The driver will assess each site and the health and safety of people and property will not be compromised.

- **Site Access and Obstructions** – Please ensure that access to where you want the product placed on site is clear of all obstructions. The images below show examples of site obstructions such as frames and trusses, brick packs and sand etc, but also include things like toilets, open trenches, trees and overhead powerlines.



Also ensure that you have the appropriate clearances for our equipment to pass through (refer to Our Fleet – Specifications and Capabilities). For difficult sites, a site inspection can be undertaken by one of our sales or transport staff, and recommendations made as to how best meet your requirements.

- **Silt Barriers & Fences** – It is illegal to remove silt barriers and this will not be done by PGH™ Transport. Our drivers are not authorised to remove fencing, so please ensure access is provided.
- **Council Kerb Crossing** – Delivery frequently requires driving over council kerbing. PGH™ Transport cannot accept the risk of any claims against damaged footpaths arising out of a routine delivery, and as a result the builder/owner will be asked to sign a damage waiver form.
- **Slab Deliveries** – No deliveries will be unloaded onto a slab (includes ground & 1st floor slabs) unless the customer has provided PGH Bricks & Pavers™ with a copy of an engineer's certificate. It is recommended that a copy be faxed to PGH™ prior to delivery, or a copy can be kept on site that can be handed to the driver. (Please refer to Our Fleet – Specifications & Capabilities).
- **Room on Site** – Our customer service staff will confirm the total number of pallets being delivered. Please ensure that you have enough room on site to accommodate. Our products will only be stacked at single height unless prior approval to double stack has been received & signed authorization is provided on the delivery docket (this is a WorkCover requirement).
- **Muddy Sites** – PGH™ Transport will not go onto muddy sites unless the customer agrees to be onsite during delivery and cleans up any mud. All efforts will be made to minimise mud being brought onto the roadway.

3. Street Access & Site Parking

Our trucks are big! They are all much larger than other trucks you may see entering & leaving your street. Please consider the following when answering whether a truck can enter your street and then park safely:

- What problems will the truck have turning into or exiting my street? (Remember our trucks are 19m long – approx 6 car lengths – and require a large turning radius.)
- Where can the truck safely park? (NOTE: Our trucks will always require one lane to park. For a forklift operation it is important that a second lane be available to unload the truck.)
- Are there parked cars on either side of the street restricting access?

Traffic blocked
– truck is unable to
park or unload



- Is my street narrow and will through traffic be blocked by the truck?
- Is my street a dead end? (Will the truck have to reverse in or out and will traffic be blocked?)
- Are there any parking restrictions sign posted near my site? These include:
 - No Stopping and No Parking zones
 - Intersections (with and without traffic lights)
 - Pedestrian and School Crossings
 - School Zones and Clearways.

Traffic Control – In any instance where the normal flow of traffic is impeded or blocked due to the delivery, traffic control will be required and it's the builder/owners responsibility to provide. The person providing the traffic control must be ticketed and authorised by the relevant governing body (Roads & Traffic Authority).



4. What time can I expect delivery?

Delivery times can be influenced by factors outside of PGH's control, with this in mind, PGH Bricks & Pavers™ agree to deliver between 7:00am and 5:00pm.

NOTE – if you have a full house load, you can request an a.m delivery with Customer Service when you place an order.

5. Our Fleet – Specifications and Capabilities

Our fleet consists of semi-trailers with a forklift arrangement or truck and trailer/dog with crane arrangement. Please review the following details regarding the dimensions and capabilities of each type.

- **Semi Trailer with forklift arrangement.**
 - Length: 19 metres (approx 6 car lengths)
 - Width: 3 metres
 - Maximum load capacity will vary depending on product. To confirm, please ask customer service or your sales representative
- **Manitou Forklift**
 - Required clearance for forklift to pass through: 3 metres x 3 metres
 - Maximum weights: 2.6 tonne (unloaded) & 4.6 tonne (loaded)
 - Our forks are **NOT ALL TERRAIN OR FOUR WHEEL DRIVE** vehicles

REMEMBER – Please ensure access to site is clear of all obstructions (trusses, frames, toilets, trees, open trenches etc) as this will enable your delivery placement to occur with minimal fuss.

REMEMBER – The success of the delivery is dependant on the site conditions, in particular the stability and condition of the ground. It will be performed at the driver's discretion.



6. Cancellation of a Delivery

It is the builder/owners' responsibility to cancel or delay a delivery due to a site issue. Wet weather and muddy sites are a major cause of cancellations, and we obviously cannot predict the condition of your site.

- Our carrier, Wettenhalls, require 48 hours notice of a cancellation. If the order is cancelled but the delivery has already left the factory, a redelivery fee will apply.
- To cancel deliveries, please call **(03) 9263 6336**.

7. The cost of additional services requested of PGH™

- **Refused Deliveries** – If a delivery is refused by the customer on the agreed date, the customer will incur the cost of returning the bricks to PGH™ of \$75'000 + GST (for schooners the charge will be \$112.50'000 + GST).

Please note the customer is responsible for cancelling a load prior to delivery especially when the weather or site conditions are unsuitable to accept the delivery of bricks.

- **Minimum Order Delivery** – For order quantities of less than 1,000 bricks or pavers, the customer will incur a minimum order charge of \$150+GST.
- **Demurrage** – Excessive waiting and/or unloading time shall be charged to the customer at \$90+GST per hour, charged in ¼ hour increments.

NOTE: For a full load the estimated unloading time is 1 hour. For deliveries less than a full load, the estimated unloading time is 30 minutes plus 3 minutes per pallet unloaded.

- **Movement of Bricks** – Requests for the movement of bricks at site or from one site to another is subject to the availability of transport and will incur a charge of \$50+GST per hour. A minimum charge of \$200 will apply.

NOTE: PGH™ will require the provision by the customer of a separate order before undertaking any of the above requests.

8. How do I get my empty pallets picked up?

- Call the toll free Pallet Collection number which is **1800 643 102**, and our customer service representative will record your details. Alternatively, you can fax a pick up request to **(03) 9263 6324** or send an email to **PGHvicorders@csr.com.au**.
- Prior to requesting a pick up please ensure the following:
 - Provide an accurate number of pallets to be picked up.
 - Pallets are to be totally empty (we will not remove bricks or waste).
 - Pallets are stacked in one area, preferably at the front of the site (not on the nature strip as you may be fined by the council).
 - Do not mix PGH™ pallets with pallets from any other company.
 - Pallets can be accessed without having to remove fencing.
 - Pallets are not thrown into the rubbish pile.

Our collectors will **NOT** lift pallets over trenches or other obstructions. The collectors can refuse a pick up if they assess the site and conclude that it may be unsafe to retrieve the pallets. If this occurs you will be notified and a new request for pick will be generated and the waiting period will start again.



- Pallets buried under rubbish
- Pallets NOT totally EMPTY
- Unsafe access for collectors (wet & uneven ground)
- Pallets scattered & not stacked in a neat & easily accessible pile



- Pallets neatly stacked at front of site (not on nature strip)
- Easy access for pallet collector to pick up
- All pallets are PGH™ property



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www.pghbricks.com.au

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