

# DELIVERY INFORMATION FOR CUSTOMERS

NSW / 2023

INFORMATION WE REQUIRE WHEN YOU  
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CONTACT DETAILS

PGH Bricks & Pavers™ are committed to ensuring that our customers receive the best possible level of quality and service. This document should give you all the information you need for your brick delivery.

If you have questions contact Customer Service on (02) 9852 6777 or your Sales Representative.

# INFORMATION WE REQUIRE WHEN YOU BOOK YOUR DELIVERY

## ADDRESS AND NEAREST CROSS STREET

- Correctly spelt
- Landmarks are useful, especially in new sub divisions/on main roads
- Remember, our trucks are large and it can be difficult to turn round or reverse out of a street

## YOUR CONTACT INFO

- Name and contact details of the person managing the site
- We will contact them prior to delivery or whilst on site so it's important the details are correct and they are available
- Locked site? Let us know so we can arrange access prior to delivery

## YOUR PREFERRED TIME OF DELIVERY

We offer three timeslots:

- 1st Load - 7am to 10am (full truck loads only)
- 2nd Load - 10am to 2pm
- Any Time - 7am to 6pm (please tell us if your site closes before 6pm)

## TRUCK TYPE YOU REQUIRE

We offer three truck types (details below):

- Truck only with crane
- Rigid (forklift)
- Semi-trailer (forklift)

## WHERE YOU WANT THE BRICKS

- Please clearly state where you want the products placed  
E.g. *"at the back of site in far left corner"*, *"spread around site"*, *"in the front yard"* etc.
- Any special instructions  
E.g. *"meeting crane on site"* or *"road clearway restrictions"*.

## OUR FLEET: SPECIFICATIONS AND CAPABILITIES

	LENGTH/WIDTH	APPROX CAPACITY*	NOTES
Rigid Truck with Crane 	10 x 3m	4,600 bricks	Requires firm level ground to support stabiliser legs Operator must have clear sight of where the product is to be placed Crane operation must be compliant with the current laws and cannot operate within specified distances of overhead power lines
Rigid Truck with Forklift 	10 x 3m	4,600 bricks	Required clearance for forklift to pass through: 3m x 3m Maximum weights: 2.6t (unloaded) & 4.6t (loaded) Our forks are NOT ALL TERRAIN OR FOUR WHEEL DRIVE
Semi-Trailer with Forklift 	19 x 3m	8,700 bricks	Semi-Trailer and B-Double

\*Maximum load capacity will vary depending on product.

## SAFETY FIRST

- Safety is our priority
- Completing a delivery safely is dependent on site conditions
- Drivers will refuse to complete a delivery if, in their assessment, it is not safe.

## STREET ACCESS

- Our trucks are big! (10 -19m long, 3 - 6 car lengths)
- Can the truck easily turn into/out of the street or site?
- Is the street too narrow? Are parked cars restricting access?
- Is the street a dead end? Will the truck have to reverse in or out?

## PARKING/UNLOADING

- Can the truck park and unload safely?
- Are there any parking restrictions such as No Stopping, No Parking, School Zone, Crossings and Intersections?
- If you have asked for a fork delivery is there room for the forklift to operate? This will require a second lane beside the truck.

## TRAFFIC CONTROL

- If normal flow of traffic is impeded, traffic control will be required
- It is the customer's responsibility to provide traffic control
- Traffic controller must be authorised by the relevant authority (eg: RMS).

## SITE

- Our driver will attempt to place your product as requested, after conducting a safety inspection on site conditions such as ground stability, power lines, surface water and slope
- For difficult sites, we can inspect the site prior to delivery
- Clear Access: Ensure that there is nothing obstructing delivery
- Room on Site: You must ensure that you have enough room on site to accommodate the delivery
- Stacking: We will only stack one pack high unless a signed authorization is provided on the delivery docket (this is a WorkCover requirement)
- Silt Barriers/Fences: It is illegal to remove silt barriers. Our drivers are not authorised to remove fencing, so please ensure access is provided
- Muddy Sites: Mud on the road from a site is the customer's responsibility and the customer will need to clean it up once delivery has been made.  
Council Kerbs/Footpaths: Delivery frequently requires driving over council kerbing and footpaths. If there is a risk of damage PGH™ will require the customer to sign a damage waiver form  
Slab Deliveries: We will not lift our products onto 1st floors. For ground slabs
- we require the customer to provide an engineer's certificate prior to delivery.

## THINGS YOU MUST CONSIDER



## CANCELLATION

- It is the customer's responsibility to cancel a delivery if a site issue arises
- 24 hours' notice is required. Late notification will incur fees
- To cancel please call or email [nswcustomerservice@pghbricks.com.au](mailto:nswcustomerservice@pghbricks.com.au)

## CHARGES FOR ADDITIONAL SERVICES

SERVICE	FEE (\$ EXC GST)
Minimum Delivery (less than 1,000 bricks)	\$255
Movement of bricks on site	\$257 per hour with a minimum fee of \$257
Demurrage – Waiting and/or unloading time beyond the standard wait/unload time of one hour	\$193 per hour for after the first hour
Late cancellation (ie less than 24 hours' notice)	\$449
Re-delivery fee if initial delivery cannot be completed (in full or in part) because the site is not ready or delivery is refused	\$642
Pick up of bricks ordered but not required	\$642 + 30% restocking fee

NOTE: PGH will require a separate purchase order before undertaking any of the above. Fees subject to change.

## HOW DO I GET MY EMPTY PALLETS PICKED UP?

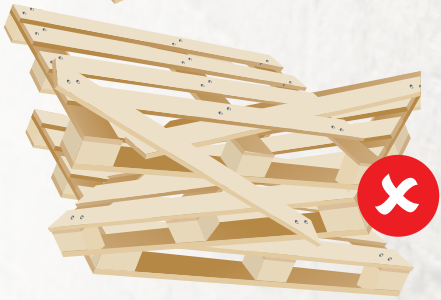
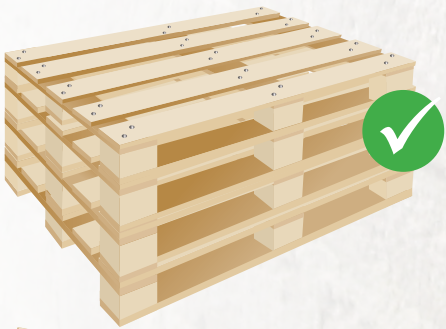
### TO HAVE YOUR EMPTY PALLETS PICKED UP

Call customer service on 1800 643 102 or send an email to [nswcustomerservice@pghbricks.com.au](mailto:nswcustomerservice@pghbricks.com.au)

Please provide the following details:

- Exact number of the pallets to be picked up
- Confirm that the pallets are totally empty (we will not remove bricks or waste)
- Confirm that the 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 any other pallets
- Confirm that the pallets can be accessed without having to remove fencing
- Confirm that the 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 access to the site is deemed unsafe. In these cases delays in pick-up will result as a new pick-up request will need to be generated after the site is cleared.



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[pghbricks.com.au](http://pghbricks.com.au)