



## BUCK-STOP GUARANTEE POLICY

### What guarantee do you have on delivery times?

**We'll deliver your bulk cement when we say we will. And in the unlikely event we don't, and you run out of cement, your order will arrive free. This guarantee is subject to a few conditions as set out below.**

### Conditions of Guarantee:

- To qualify for a Buck-Stop, your site must have actually run out of cement.
- The 'Order Request' must have been submitted to Golden Bay before 3pm on the day before delivery is required and we expressly agree with the delivery time in the Order Request.
- Order Requests made after 3pm on the day before delivery is required or changes to a confirmed order after this time including the day of the delivery will not be covered by the Buck Stop guarantee. We will, however, use all reasonable endeavours to fit your order into our trucking schedule and deliver it to you at the time you need it. The later you order or make changes to your orders the more you risk of running out, by not receiving your order at the time you need it.
- We reserve a tolerance of plus or minus 30 minutes either side of the 'Agreed Time'.
- There must be sufficient onsite silo or storage capable of storing 60t or more of the product, the storage equipment has been used effectively to manage demand requirements, and the storage equipment is not leased to the customer by Golden Bay.
- Your account with us is current.
- There is no force majeure event that impacts on our ability to supply (see below).
- This Buck-Stop Guarantee applies to bulk GP and HE cement products only and does not apply to deliveries of EverPlus FlyAsh, Silica Fume, bulk blends or bagged products.

### What is an 'Order Request'?

This is where an order is requested before 3pm on the day before for a bulk cement delivery. Sometimes we cannot agree to a requested delivery time due to distance, volume required, or some other factor and we will negotiate an 'Agreed Time'. NOTE: a TBC (To Be Confirmed) order only becomes an 'Order Request' once it is confirmed. If not confirmed (and the delivery time is not agreed) prior to 3pm on the day before delivery, the order does not qualify for the Buck-Stop Guarantee.

### What is a 'force majeure event'?

Such events are: roadworks or transport access restrictions, accidents or safety issues, natural effects such as earthquakes, tsunamis, volcanic activity or severe weather, mechanical breakdown or power outages, strikes or industrial action, epidemics or pandemics, regulations or government restrictions or requirements, or some 'act of god', war or terrorism, which could delay our delivery to you or otherwise adversely impact on our ability to supply product. Often these events have a compounding effect of also making subsequent deliveries late for the rest of the day and may go into subsequent days. Although we try to avoid them or minimise their impact, where such events do adversely impact on our ability to supply product, the Buck Stop Guarantee will not apply and Golden Bay cannot be, and will not be, responsible for any costs or losses you may incur due to a delay or inability to supply, even if the event occurred earlier.