



**Dufferin Concrete**  
2300 Steeles Ave W, 4<sup>th</sup> floor  
Concord, Ontario  
L4K 5X6 Canada

T. 905-761-7100  
F. 905-761-7505

[www.dufferinconcrete.ca](http://www.dufferinconcrete.ca)

## Distribution Service Guide

### Order Desk Hours of Operation:

Monday to Friday	6:00am-5:00pm
Saturday (DC Metro/East)	6:00am-12:00pm
Saturday (DC West)	6:00am-11:00am
Sunday	Closed

### Order Desk Phone Numbers:

Metro District	1-888-231-9444
East District	1-877-655-3922
North District	1-833-303-9817
Peninsula District	1-866-436-8171
Southwest District	1-888-745-1151

### Advanced Notice

In order to assist us in meeting your service needs, we would appreciate all concrete orders be placed a day in advance. First round orders (orders to be delivered prior to 9:00am the next day) should be placed before 3:00pm and large volume orders over 100m<sup>3</sup> should be placed before 12:00 noon.

### Requirements to Complete an Order:

- Date & Time
- Concrete Mix/Product code – Ensure that you have the proper mix or product code, as well as the usage for that mix. Be clear whether air entrainment is needed, or any admixtures are required. If uncertain about the mix, a Technical Services Representative or Sales Representative would be happy to assist prior to order placement.
- Quantity/ Balance
- Rate of Pour
- Specialty Orders – Large orders that require specialty items such as: fibers, slump enhancers, colour, etc. require 48-hours' notice to ensure product availability
- After Hours Pours – Every effort will be made to accommodate our customers with special time requests. For pours that are to begin before 7:00am or after 5:00pm, we would appreciate at least 48-hours' notice to ensure driver and plant availability. Saturday orders should be called in before 12:00pm on Friday to ensure truck availability.
- Directions/ Truck Size – Please ensure that directions provided to the Customer Service Representative are clear and easy to understand. Give detailed



directions including street address (when available), the major intersection, landmarks, and any other special instructions, such as gate numbers, for the drivers. Inform the Customer Service Representative if only specific trucks can access your jobsite.

#### Will-Calls

Drivers and trucks are only scheduled for confirmed orders; therefore, will-call orders cannot be accepted before 9:00am on-site delivery. We require 2-3 hours' notice to confirm a will-call or by 9:30am for all afternoon orders to ensure truck availability. Same day orders will be subject to first available truck.

#### Cancelling/ Changing Orders

If you need to cancel or make any changes to an existing order, we ask that you do so no later than one hour prior to the on-site scheduled time.