

Consumer Protection Act

FOR CONSUMERS WHEN ORDERING

Consumers please follow these do's and don'ts when ordering aggregate to ensure you achieve the best results.

Before placing the order

1. Do you know what product you need?
ASPASA members can assist with identification but at the end of the day it is your decision what you need.
2. Measure and calculate the quantity of material to be used.
3. Give the physical address of the delivery.

If the ASPASA member is delivering the order

1. Plan ahead – make sure the job site is ready and knows about the delivery.
2. Order the right product. Verify the specifications before you order.
3. Be aware. The product is delivered in big and heavy vehicles. This could lead to damage of driveways or curbs.
4. Please don't make a truck wait. Trucks that stand cost money.
5. Be realistic and plan the delivery and do not expect trucks to enter into small areas.
6. Always first check the costs of the product and the delivery costs. Long distances could result in delivery costs being very high.

What if the Consumer picks up the order himself?

1. Make sure the correct order is picked up.
2. Pick up from your nearest **ASPASA** member's quarry.
3. Don't mess on the roads when transporting the material as this brings our industry into disrepute.

Always use an ASPASA Member!



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