

Transrock Delivery, Site and Charges Guide

This Guide forms part of every Transrock order. **Section 1** explains, in practical terms, how to get your site and vehicle ready. **Section 2** is the Charges Schedule, which is versioned separately. The terms and conditions that apply to each order are set out in the Transrock Terms of Trade: if there is any inconsistency between this and the Terms, the Terms prevail, unless we expressly agree otherwise in writing. Our products and how we measure them are set out in the Product Guide.

Section 1 Delivery, collection and site

1.1 Hours and arrival times

	Hours
Deliveries	Monday to Friday, 7am to 4pm. Saturday by agreement.
Yard, for pickup and selection	Monday to Friday, 7am to 4:30pm. Saturday, 8am to 12pm.

Arrival times are estimates. Traffic, weather and earlier deliveries can affect them. We SMS or call when the truck leaves the yard. For an update, call us: we can check the truck's GPS and tell you where it is. If timing is critical, for example because a machine or crew is booked for the delivery, tell us before you accept the quotation.

1.2 Vehicle table

The quotation shows the truck size we use for ordering, charging and delivery. Check the table below against your access and standing area before you accept. If we change the truck for our own operational reasons, any extra cost is ours. If your order or undisclosed access needs a different truck, that truck's delivery charge applies. Either way, we tell you before dispatch and dispatch only once you confirm access can take that truck; we do not charge for reloading. If any entry below is not yet filled in, ask us before you accept.

Truck	Bin capacity	GVM (total laden weight)	Footprint incl. mirrors (HxLxW)
2m ³ truck	2m ³	6,000 kg	2.55m x 4.9m x 2.3m
4m ³ truck (two in the fleet)	4m ³	11,000 kg	2.8m x 6.7m x 2.7m
6m ³ truck	6m ³	16,000 kg	2.9m x 6.2m x 3.0m
10m ³ truck	10m ³	24,100 kg	3.7m x 7.9m x 2.9m
13m ³ truck (Twinsteer)	13m ³	30,000 kg	3.4m x 8.9m x 2.9m
Truck and trailer	24m ³ or 27m ³	56,000 kg	3.7m x 18.7m x 2.9m Truck only length: 8m

GVM is the maximum legal weight of the truck and its load combined. Dense or large rock can reach the truck's legal weight limit before the bin is full (Product Guide, section 2).

1.3 Before we deliver: your checklist

Tell us, before you accept the quotation, about:

- access width and height, tight turns, overhead wires or branches

- steep grades, especially any slope over about 1 in 12 (8%) on the route or at the tipping spot
- ground condition along the route and at the tipping spot, including soft ground, septic systems and load limits
- underground services, tanks, pits and pipes (identifying these is your responsibility)
- any concrete poured in the last 28 days on the route or at the tipping spot (we do not drive on concrete less than 28 days old; if you don't tell us, damage to it is your responsibility, except to the extent of our negligence)
- site inductions, permits, traffic management or site hours
- any council or road authority permit needed to place goods on a road, footpath or nature strip (you obtain it)
- whether you own the site or are authorised by the owner to have us deliver there
- whether anyone will be on site to receive the delivery

Provide a firm, level receiving area for the truck and the load. By accepting, you confirm that what you have told us is accurate and that, so far as you know or ought reasonably to know, the route and receiving area can carry the laden truck.

1.4 Tipping and surfaces

Tipping rock can chip, mark or crack concrete, pavers and bitumen, and a laden truck can crack driveways and kerbs or sink into lawns. We recommend tipping onto an unsealed area or onto a buffer of mulch or soil. A buffer reduces the risk but does not remove it. If the driver warns you about a specific risk and you still direct tipping there, the Terms apply. Damage on the route you direct us to, and the cost of recovering a bogged truck, are dealt with in the Terms.

1.5 When the driver will not unload

The driver may refuse to unload where it is unsafe, including tipping on a slope where rock may roll, on soft or uneven ground where the truck may become unstable, or with people in the fall or roll path. Keep people clear of the area the driver identifies. No one may require a driver to unload unsafely. A driver unloading is not a check that your site is safe.

1.6 Unattended deliveries

We deliver unattended only to a spot you have authorised in advance, preferably marked on a photo or plan.

1.7 Collecting in your own vehicle

- Bring the order reference (if known), or the name of the person you placed the order with.
- Bring a roadworthy vehicle or trailer suited to the load, and tell us its capacity (tare, GVM and body size).
- Your driver decides when the vehicle is full and accepts the goods for you. We load to your driver's call.
- We will not overload a vehicle or load it unsafely. If your driver asks for more than the vehicle can legally carry, we stop and will generally call you.
- Follow the yard rules and the loader operator's directions.
- Your driver restrains the load before leaving.

Use this as a guide when booking a pickup. Rock is heavy, so most trucks reach their legal weight limit before the body shows as full. We load to the body volume or your truck's legal payload, whichever comes first.

Truck type	Approx. body volume	Best suited to
Single axle / small tipper	Varies widely	Small jobs. Call us with your truck's GVM and tare for an estimate

Truck type	Approx. body volume	Best suited to
Tandem (6x4)	~10 m ³	Standard trade loads
Twinsteer (8x4)	~13 m ³	Larger single-product loads
Tandem + 2 axle trailer	~22 m ³	Bulk and project supply
Tandem + 3 axle trailer	~24 m ³	Bulk and project supply
Tandem + 4 axle trailer	~27 m ³	Bulk and project supply

If your truck is outside of these guidelines, reach out to our team to clarify ahead of confirming your order.

1.8 Waiting and failed delivery

15 minutes on site is included with each delivery. Waiting beyond that, if caused by you or the site, is charged at the waiting rate in section 2 (no disclosed rate, no charge). Our own delays are not charged. A delivery that fails because of a site closure or stoppage, or access issues you did not disclose which you knew or ought reasonably to know about, is a “failed delivery”: you pay the delivery charge for the failed delivery and for each later delivery. If a later delivery needs a different truck or several smaller trucks, we tell you each truck's delivery charge before dispatch and redeliver only once you confirm. Where the goods were sent with a third-party carrier (for example a forklift truck delivery), you also pay the carrier's charge to return them to our yard, as shown on the quotation. Our own trucks returning to the yard carry no return charge. These charges do not apply where Transrock caused the failure.

1.9 Fuel rise and fall: worked example

Trade and project quotations, other than fixed price truck load quotations, state a fuel base price. The delivery charge is adjusted only if the Australian Institute of Petroleum national average terminal gate diesel price on the day of dispatch is more than 5% above that base price, and only upwards. The adjustment applies to the fuel share of the delivery charge, which is 30%.

Example: delivery charge \$400, base price 200c/L, current price 220c/L (10% above base). Adjustment = \$400 x 30% x 20 / 200 = \$12.00, shown as a separate invoice line.

Section 2 Charges Schedule

Charges Schedule version 1.0, effective **19 October 2026**. This schedule is versioned separately from section 1. The version current at the quote date applies to the order, or at the order date where there is no quotation. A charge not listed here, on the quotation or on the order confirmation is not payable, except where expressly permitted under the Terms.

Charge	Basis	Rate (ex GST)
Delivery	Per truck, by truck size and distance or zone, as shown on the quotation	As quoted
Minimum charge, pickup	0.25m ³ of product	Product rate x 0.25m ³
Minimum charge, delivery	1m ³ of product	Product rate x 1m ³
Part-filled bin (by agreement only)	Measured to the nearest half m ³ of the bin and signed off before departure	Product rate
Time on site	First 15 minutes	Included
Waiting	Per minute beyond 15 minutes, customer or site caused	\$3.30 per minute
Failed delivery	The delivery charge for the attempted delivery	As quoted
Return to yard after a failed delivery, third-party carrier (for example forklift truck delivery)	The carrier's return charge; none for Transrock trucks	As shown on the quotation for a third-party carrier delivery
Redelivery after a failed delivery	Full delivery charge for each later delivery. If a different truck or several smaller trucks are needed, we tell you each truck's charge before dispatch and redeliver only once you confirm	As quoted, or as confirmed before dispatch
Change of truck needed by your order or undisclosed access	Delivery charge for the truck used	As quoted for that truck
Recovery of a bogged or stuck truck	Reasonable cost, route or area you directed us to	At cost
Saturday delivery	By agreement	Quoted before acceptance
Storage of paid palletised goods not collected	Per pallet per week, from 30 days after we tell you the goods are ready. Rock loads and measured materials are not stored: they return to stock and are selected again when you are ready.	\$10 per pallet per week
Returns by agreement	Return cartage and handling charge agreed beforehand	As agreed
Fuel rise and fall	Trade and project quotations only, not fixed price truck loads	Formula
Project supply commitment deposit	Cut-to-spec or specially quarried stock only	40% of the order value