



WELCOME TO THE DEFEO FAMILY!

YOUR ONE STOP SHOP FOR ROCKS!

OFFICE NUMBER 888-884-6459

PLEASE PLACE ORDERS TO
ORDERS@DEFEOMATERIALS.COM

100 BANK STREET, SUITE 205,
SEYMOUR, CT 06483



WE ARE SO GLAD TO HAVE YOU AS A CUSTOMER!

Hello! We are thrilled to have you as a part of our growing community. At DeFeo Materials we pride ourselves on having exceptional service and products. To provide your team with everything you will need to know about us we provide this welcome packet which has all our policies and procedures. Before we get into that, here is a little history of our company.

Our journey began with a single truck and a vision. In 2016, President Christopher DeFeo embarked on a mission to deliver quality stone, one load at a time. Fast forward to today, and we stand proud of our evolution from humble beginnings to a thriving enterprise. From that first truck, we expanded, opening our first distribution yard and pioneering rail shipments to North Carolina. With determination and dedication, we've grown exponentially. We now have a fleet of 77 railcars, a state-of-the-art wash plant, and the capacity to produce monumental quantities of stone each year. We ship all across the east coast and have plans to expand even further.

We thank you for working with us. We look forward to building a lasting partnership with you.

Sincerely,

DEFEO MATERIALS TEAM

Fuel Surcharge Policy

This Fuel Surcharge Policy is established to address fluctuations in fuel prices and to ensure fair and transparent billing practices for our customers. The surcharge is directly tied to the East Coast On-Highway Diesel Average, as published by eia.gov. This policy outlines the conditions under which a fuel surcharge will be applied, adjusted, or eliminated. Fuel surcharges will be updated each month and will be based on the previous month average and will be applied based on delivery or pickup date.

The fuel surcharge will be activated when the East Coast On-Highway Diesel Average reaches or exceeds \$4.00 per gallon. Once the trigger point is met, a baseline surcharge of 1% will be applied to the total invoiced amount.

For the full policy please click [here](#).

Delivery Process

Each load of bulk gravel comes in a Tri Axle or Dump truck. 23-24 tons per load. All loads of gravel are only estimated. Loads can be less or more than the originally placed order depending upon, loaders, mass, moisture, truck capacity, volume, and type of product. We cannot guarantee accurate coverage.

**Some states permitted for 30 ton loads*

We typically do not offer call aheads unless specifically requested. When a load is ordered and we have it available it will be sent out.

Direct Shipments!

Looking for a shipment directly to your jobsite? Please use your company pricing in addition to the policy below.

- \$150 direct fee charge. Includes 30 minutes of wait time to site within 10 miles of your yard address. After 30 minutes you will be charged a minimum of \$75/hour. After 1 hour is reached, wait time will be charged in 15 minute increments.
- Includes call ahead to onsite contact.
- Expedited invoicing.

Bulk Pickup

If you choose to become a pickup customer you must follow the below procedure.

STEP 01

Place your order

Place order to orders@defeomaterials.com

STEP 02

Wait for Order PU

Once your order is ready we will send you a pickup number along with load instructions.

STEP 03

Head to Railyard

Once you have your load instructions you can head to the railyard for pickup. Please give scale house your DeFeo Materials pickup number as well as the product and size you are loading.

STEP 04

Loading

Once you give the scalehouse your pickup number, product, and size you can head to our bins to get loaded! An invoice will be sent to you!

**Please note, you have 2 weeks to pick up your load, anything after will be voided.

Problems With Orders

If you have questions or problems with your order please contact us via email directly to your sales representative.

If you have received your order and are unhappy please follow the following procedures:

- Send a photo of the product you received to your sales representative.
- In email please include delivery date and load number.
- If you are unhappy and wish to refuse the order due to quality issues, we will not charge you for this order if it is reloaded or picked back up by one of our trucks.
- Orders that are kept, may be given a discount after further investigation.

Orders should always be examined before dumping to ensure you know what product you are receiving. If a delivery ticket is signed, that load is considered accepted by you, the customer.

Load Refusal

In the event that a load is refused at delivery location, you may be subject to a fine anywhere from \$250-\$1,000 depending on location. If a load arrives and you are closed during posted delivery hours and or it is decline, that is a load refusal.

Invoice Questions?

Your sale's representative does not have direct access to billing and invoice information. For any questions regarding this please contact the main office at office@defeomaterials.com or Chris at chrisaustin@defeomaterials.com

