

Universal Concrete, LLC Refund Policy

Universal Concrete, LLC will refund to any customer for any concrete purchased in advance upon the buyer notifying Universal Concrete, LLC a minimum of 3 days prior to the scheduled concrete pour if cancelling the job in its entirety. The refund will be initiated within 5 business days of the date requesting said refund from Universal Concrete. Depending on the form of payment a transaction fee may be assessed and will be deducted from the refund prior to transaction being initiated as outlined below.

Note: Business days are defined as days Monday thru Friday, not including Legally recognized Holidays. Refunds will be issued in the same form of payment received; payments made in cash will be refunded by company check upon next check run which is Friday of each week.

Universal Concrete, LLC upon processing a refund to a debit or credit card, advises the refund can take up to 10 days to post to the customer's account. Refunds back to a customer's debit or credit card will incur a transaction fee of 3.6% to process a transaction back to a Debit or Credit Card requested by the customer as Universal Concrete is charged this amount for all refunds processed thru Merchant Services.

Universal Concrete has no control over any transactions or posting policies by the customer's bank. Any questions on how refunds are handled by your bank should be directed to your bank. Universal Concrete can not contact customers banks regarding payments, charges, or refunds as Universal Concrete does not store any customer information.

All concrete once discharged into the mixer at the concrete batch plant is the property of the buyer and no refunds will be issued for any unused or cancelled concrete once batched into the truck and dispatched. Universal Concrete, LLC has no control or affiliation with the concrete delivery companies and cannot control the outcome of the concrete once leaving the plant.

Any disputes arising with concrete quality or finishing is to be brought to the attention of the concrete contractor and it is the responsibility of the buyer to contact the seller and allow for proper inspection and offer remedy if determined to be any issues related to the actual mixing of the concrete.

Universal Concrete, LLC

Policy as of 4/22/2022 Original