

**Hycon Pty Ltd trading as Hycon Hydraulic Systems ("Hycon")  
SERVICE EXCHANGE EQUIPMENT ("Unit") TERMS & CONDITIONS  
(In addition to Hycon Pty Ltd Standard Terms of Trade as issued)**

**1) Warranty on Unit:-**

- a) Up to 4,000 hrs full warranty
- b) Between 4,000-8,000 hrs pro-rata warranty
- c) Over 8,000 hours no warranty provided
- d) Failed Unit must be returned to Hycon site for assessment
- e) Core of Unit (**Core**) must be returned unopened, unmodified and intact
- f) Warranty at discretion of Hycon subject to determining cause of failure following assessment. Hycon to provide detailed warranty report

**2) Core charges:-**

- a) Customer to advise expected Core change out date at time of purchase of Unit
- b) Core must be returned to Hycon site within 8 weeks of supply of the Service Exchange Unit (**Core Charge**)
- c) Cores must be returned unopened, intact and inside metal transport box or frame (if supplied)
- d) Cores must fulfil minimum Core condition requirement (See **Core condition** – Item 3) or Core Charge invoice will be applied

**3) Core condition:-**

- a) Hycon will assess returned Core components and may apply additional charges if component parts are damaged, broken or missing i.e. Unable to be reused.
- b) Core must consist of genuine Kawasaki or Rexroth components
- c) Core component parts & metal transport box or frame (if supplied) subject to inspection & adequacy for re-use include:-
  - i) Housings (pump/motor bodies)
  - ii) Port Blocks
  - iii) Flanges
  - iv) Couplings
  - v) Cut-Offs
- d) Core charge rate is available upon request

**4) Shipping and transport related requirements:-**

- a) Unit will be made available for collection at Hycon site
- b) Customer is responsible for arranging the carriage and payment of all associated costs including (but not limited to):-
  - i) International & domestic freight, shipping or transportation
  - ii) Customs charges
  - iii) Import tariffs or export clearances
  - iv) Shipping Insurance

**5) Return Of Goods:-**

- a) The Customer may, with Hycon's prior consent, return Unit to Hycon for credit within 30 days from the date of delivery
- b) Unit must be unused and in original packaging
- c) Unit will not be accepted for return by Hycon after 30 days from the date of collection
- d) The Customer shall bear the freight & any applicable related costs for returning Unit to Hycon
- e) The Customer shall be charged a **10%** re-stocking fee for each returned Unit

**6) Core Charge invoice conditions:-**

- a) Core charge will be invoiced if Core is not returned to Hycon within 8 weeks of supply of the Unit. If the Core is subsequently returned, Core must meet Core condition criteria (See Core condition – Item 3)
- b) Core charge will be refunded (In full or part) based on the following:-
  - i) Core returned between 8 - 26 weeks of supply of the Unit - Refund at Hycon discretion to a maximum of 75% Core deposit refund
  - ii) Core returned between 26 - 52 weeks of supply of the Unit - Refund at Hycon discretion to a maximum of 50% Core deposit refund
  - iii) Core returned after 52 weeks of supply of the Unit - Refund at Hycon discretion to a maximum of 25% Core deposit refund