

**Hycon Pty Ltd trading as Hycon Hydraulic Systems (“Hycon”)
SERVICE EXCHANGE EQUIPMENT (“Unit”) TERMS & CONDITIONS
(In addition to Hycon Pty Ltd Terms and Conditions of Sale 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 will be invoiced for a “**Core Charge**” at time of purchase. Core Charge will be refunded to Customer (Subject to Item 6) Refund of Core Charge invoice conditions
- b) Customer to advise Core change out date at time of purchase of Unit. Core must be returned to Hycon site within 8 weeks of supply of the Service Exchange Unit (**Core Charge**)
- c) Cores must be returned to Hycon site at Customer's expense to have Core Charge refunded
- d) Cores must be returned unopened, intact and inside metal transport box or frame (if supplied)
- e) Cores must fulfil minimum Core condition requirement (See **Core condition** – Item 3) to be eligible for full Core Charge refund

3) Core condition:-

- a) Hycon will assess returned Core components and may reduce applicable Core Charge refund 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

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) Refund of Core Charge invoice conditions:-

- a) Core returned after Core Charge has been invoiced:-
 - i) Must meet Core condition criteria (See **Core condition** – Item 3)
 - ii) Core returned within 8 weeks of supply of the Service Exchange Unit – eligible for maximum of 100% Core deposit refund
 - iii) Core returned between 8 - 26 weeks after Core Charge invoice date - eligible for a maximum of 75% Core deposit refund
 - iv) Core returned between 26 - 52 weeks after Core Charge invoice date - Refund at Hycon discretion to a maximum of 50% Core deposit refund
 - v) Core returned after 52 weeks after Core Charge invoice date - Refund at Hycon discretion to a maximum of 25% Core deposit refund