

HCA PARTS CREDIT RETURN POLICY

The following clauses summarily define the process for return and credit of spare parts for Hitachi Construction Machinery (Australia) Pty Ltd (HCA) distributed spare parts.

1. Time Period

Parts Eligible for Return:

- a. Within 14 calendar days from the date of Invoice to customer. In such cases a handling fee of 5% to a maximum of \$5,000.00 will apply. Parts will only be accepted for credit provided that they are in COMPLETELY NEW in a RESALABLE CONDITION
- b. Between 14 and 28 calendar days from the date of Invoice to customer a handling fee of 10% to a maximum of \$7,500.00 will apply. Parts will only be accepted for credit provided that they are in COMPLETELY NEW in a RESALABLE CONDITION
- c. After 28 days from date of invoice – NON RETURNABLE.
- d. All discrepancies must be reported within 28 days of the date of Invoice to the customer, after which time a claim will not be accepted.
- e. HCA reserve the right to accept returns after 28 days, at the sole discretion of HCA after the prior approval of HCA. A minimum handling fee of 15% to a maximum of \$10,000 will apply. Parts will only be accepted for credit provided that they are in COMPLETELY NEW in a RESALABLE CONDITION.
- f. Credit submissions are to be against an individual Invoice or Customer Purchase Order and not “grouped” for return

2. Parts not Eligible for Return

Parts not eligible for return include but are not limited to:

- a. Damaged parts.
- b. Used parts.
- c. Parts that have been fitted
- d. Altered parts.
- e. Parts cut to length
- f. Parts with damaged packaging
- g. Fluids – oils, coolants, grease and other consumables
- h. Batteries, Globes, Bearings –Ball, Roller, Spherical, Needle, Cup and Cone, Seals, Gaskets. Opened Kits

Reliable solutions

- i. Electrical Units such as ECU's etc. that have been programmed to the Machine
- j. Parts Made to Order
- k. Obsolete or superseded parts
- l. Parts with an extended line value less than \$20.00 unless included with multiple lines from the same invoice.
- m. Parts that have been specifically procured and/or Imported from overseas supply sources without the specific prior-approval by HCA.

3. Proof of Sale

All returned parts must be accompanied by the original invoice or the original invoice number.

4. Freight Charges and Handling Charges.

All Freight and Specific Handling Charges such as Crane Hire related to the return of parts will be to the cost of the customer.