



Terms and conditions of Synnex Buyback Program

Service Inclusions

- Collection from site
- Secure and certified data erasure
- Asset inspection and itemised reporting
- Asset purchase
- Provision of data erasure and sustainability certificates
- Services accredited to ISO9001 (quality), ISO14001 (environmental), ISO27001 (information security), ISO45001 (OH&S) and R2v3 (sustainability electronics reuse & recycling)
- For every 35 suitable devices, Lifecycle Plus will donate a seedling to the Planet Ark Seedling Bank program

Conditions of Service

- A single collection will be performed within standard business hours (between 8:30am and 5:00pm Monday to Friday, excluding public holidays)
- The collection location is within 60km of a state or territory capital CBD
- Pricing is based on a minimum collection quantity of 20 assets per visit to site
- Customer will ensure assets are packaged suitably for transport and in a single, accessible location in preparation for collection
- Asset purchase pricing is based on assets being in grade A condition
- If assets are found to be faulty, damaged or missing components asset purchase pricing will be adjusted accordingly
- Asset purchase pricing is valid for 30 days from quotation, and the assets being collected within that period.
- Assets collected after the validity date will incur a monthly reduction of 5%
- Lifecycle Plus requires at least 5 business days' notice with correct site access and contact information in order to arrange collection
- Customer will remove all bios passwords, remote management and/or iTunes accounts so devices are not locked. If bios passwords are provided by the time of collection, Lifecycle Plus can remove during inspection
- If Lifecycle Plus is delayed in its ability to resell devices due to locks, delayed approval or another reason outside of its control, causing devaluation in asset value, the purchase price might be impacted