

Terms & Conditions

INCYT Unlock

Minimum Term & Commitment

- **24-Month Minimum Commitment:** All INCYT Unlock offers require a minimum commitment of 24 months STREAM per device.
- **Early Cancellation:** If you want to exit before 24 months, a charge equal to the remaining monthly fees for the full term will apply.

Installation Costs

- **Discounted Install:** Installation costs are offered at 50% of our standard rate.
- **Eligibility:** Discounted install pricing applies only to orders with a streaming value of approx \$500+/month (based on location and install complexity).
- **What's Included:** Installation covers labour and basic consumables.
- **What's Not Included:** Travel to site, third-party equipment hire, and mounting/brackets are charged separately.

Cash Back Offer

- **Eligibility Window:** You may request cash-back within 3 months of installation.
- **Device Condition:** Returned product must be in saleable condition (not damaged or excessively worn).
- **Valid Reasons:** Cash-back is only offered if there is a genuine issue—such as service faults or the product not performing as promised. "Change of mind" is not accepted.
- **Process:** Customers must provide a clear reason for discontinuing service; approval is at INCYT's discretion.

Flexible Payment

- Choose Your Payment Terms: You can select monthly, 6-monthly, or annual billing when you receive your quote. Custom payment plans may be available on request—speak to your INCYT rep.

INCYT Protect

- Lifetime free replacements for sensors not performing to specification
- Accidental or environmental damage? Talk to us—we'll find a fair solution

INCYT Evolve

- Always-on upgrades—get the latest INCYT devices, firmware, and software as soon as they're available.
- When we find a better way, you benefit automatically, no extra hassle or hidden fees.

Note: This offer is for direct customers only. Separate terms apply for partners and installers.

See Additional Terms: [HaaS Terms and Conditions](#), [Platform Terms and Conditions](#)

Have questions?

Contact your INCYT rep or email enquiries@incyt.com.au