WARRANTY CARD

Warranty of proper functioning · issued to registered business entities

Kralja Petra I 205
21400 Bačka Palanka, Serbia
+381 21 6040 505

1. PRODUCT

Name	Baoli EP15-03 — electric pallet truck
Type / model	EP15-03
Brand	BAOLI
Manufacturer	BAOLI EMEA S.p.A. (KION Group)
Country of manufacture	People's Republic of China

Serial / factory number	Year of manufacture
Invoice or delivery note number	Date of sale (start of warranty period)
Battery serial number	Charger type / serial number

2. BUYER

Company name	Tax ID (PIB)
Registered address	Company reg. no.

3. WARRANTOR

Warrantor and service	JOVIĆ VILJUŠKARI D.O.O.
Address	Kralja Petra I 205, 21400 Bačka Palanka, Republic of Serbia
Company reg. no. / Tax ID (PIB)	08697329 / 100753531
Contact	+381 21 6040 505 · info@viljuskari-jovic.rs

4. WARRANTY PERIOD

The warranty period is 12 (twelve) months from the date of sale stated in section 1. The warranty covers proper functioning of the product under normal use and in compliance with the instructions for use and maintenance. The warranty is issued to legal entities and entrepreneurs who acquire the product for the purposes of their business activity.

By agreeing this warranty period, the period under Article 482(2) of the Law on Obligations is extended from six months to 12 (twelve) months.

5. BATTERY AND CHARGER

The lithium-ion battery and the charger are separate items under this warranty. The warranty period for the battery and for the charger is 12 (twelve) months from the date of sale stated in section 1.

For the purposes of this warranty, a battery fault means:

- failure of the battery or its management electronics, or a defect in material or workmanship;
- a drop in usable battery capacity below 80 % of nominal capacity during the warranty period, established by measurement at the warrantor's authorised service centre.

A gradual loss of capacity above that limit, proportional to the number of charging cycles and the age of the battery, is a characteristic of lithium-ion technology and is not considered a fault. The charger is covered for the same period for defects in material and workmanship.

Conditions under which the battery and charger warranty applies:

- charging only with the manufacturer's original charger, within the voltage range 100–240 V, 50–60 Hz; this range must not be exceeded;
- charging and operation within the temperature range specified in the instructions (operation 5 °C to 40 °C, battery storage in a dry place at 0 °C to 40 °C, in a space that is not hermetically sealed);
- when the product is not in use, the battery is topped up at least once a month; the battery must not be left discharged;
- the battery must not be opened or dismantled; work on the lithium-ion system and on the control unit may only be carried out by personnel trained for this technology, at an authorised service centre.

The battery and charger warranty does not cover damage caused by falling, impact, ingress of water or other liquid, fire, mains overvoltage, charging with a non-original charger, deep discharge due to failure to observe the above conditions, or damage caused by unauthorised opening of the battery.

6. WHAT THE WARRANTY COVERS

- Repair of faults caused by defects in material, workmanship or design that appear during the warranty period under normal use.
- Spare parts needed to repair such a fault, under the conditions in section 9.
- Replacement of the product or refund of the amount paid if the fault cannot be repaired within a reasonable time (Article 503 of the Law on Obligations).
- Extension of the warranty period for the time the buyer was deprived of the use of the product due to repair (Article 501(2) of the Law on Obligations).

7. WHAT THE WARRANTY DOES NOT COVER

- Normal wear of wear parts: wheels, bearings, seals, hydraulic oil and consumables.
- Damage caused by improper use, overloading, side loading or use contrary to the instructions.
- Damage caused by unprofessional assembly, repair or modification, and by fitting non-original parts.
- Damage caused by failure to carry out the prescribed maintenance and lubrication.
- Damage caused by impact, falling, transport after delivery, force majeure, fire, flood, chemical action or operation in an environment for which the product is not intended.
- Faults caused by working with a damaged or unsuitable pallet.
- A product whose factory marking or serial number has been removed, altered or made illegible.
- Damage to the battery, charger or electronics caused by charging with a non-original charger or outside the specified voltage range.

- Damage caused by operation outside the specified temperature range of 5 °C to 40 °C, i.e. operation in cold storage or a similar environment without special equipment and the manufacturer's approval.
- Damage caused by unauthorised opening of the battery or intervention on the lithium-ion system, as well as work on the control unit outside an authorised service centre.

8. BUYER'S OBLIGATIONS

- To use the product in accordance with the instructions and its intended purpose, and to have it operated by a trained and authorised person.
- To carry out regular maintenance and inspections as specified in the manufacturer's instructions.
- To keep a complete and dated record of all maintenance carried out. The manufacturer expressly makes the right to warranty service conditional on keeping this record (instructions for use, Introduction and Maintenance chapters).
- To report a fault or defect without delay, and at the latest within 7 days of noticing it, in writing, in the manner described in section 9, and in accordance with Articles 481 and 482 of the Law on Obligations for commercial contracts.
- To enclose this warranty card, proof of purchase and the maintenance record with the claim.
- To carry out maintenance according to the schedule in the manufacturer's instructions: interval W every 50 operating hours (at least once a week, carried out by the user), interval A every 500, interval B every 1,000 and interval C every 2,000 operating hours or at least once a year.
- To have all work beyond interval W carried out by an authorised technician or authorised dealer, as required by the manufacturer.
- To arrange an annual safety inspection of the product by a qualified person, in accordance with the manufacturer's instructions and occupational health and safety regulations.

9. CLAIMS PROCEDURE

A claim is submitted **in writing**: by e-mail to info@viljuskari-jovic.rs, using the complaint form published at www.viljuskari-jovic.rs, or by letter to the warrantor's registered address. An oral claim made at the warrantor's registered office is entered into a record signed by both parties, and that record has the effect of a written claim. A claim made by telephone is not considered valid; the number +381 21 6040 505 remains available for questions and for arranging service.

A fault must be reported without delay, and at the latest within 7 days of the day the buyer noticed it. This deadline applies to reporting the fault and does not shorten the warranty period in section 4. The warrantor is not liable for damage that arose or increased because the buyer continued to use the product after noticing the fault.

The report must state the model, serial number, date of purchase and a description of the fault.

The buyer delivers the product to the warrantor's service centre for inspection, **at their own expense**. The risk of damage to or loss of the product during transport to the service centre and back is borne by the buyer. For heavy equipment that cannot be brought to the service centre, the manner and place of inspection are agreed individually.

When the product is received at the service centre, a record is drawn up stating its condition. The record is signed by both parties and one copy is given to the buyer.

Whether the fault is a manufacturing defect can only be determined by inspection at the service centre. If the inspection confirms a manufacturing defect, the warrantor covers the cost of the spare parts that must be replaced. The cost of transporting the product to the service centre and back is not covered.

The warrantor keeps records of claims and repairs.

A justified fault is repaired within 30 days of the day the product was made available for repair, unless obtaining a part from the manufacturer requires longer, in which case the buyer is informed without delay.

10. SERVICE, VALIDITY AND OTHER PROVISIONS

The warrantor provides service and spare parts after the warranty period expires as well, for a fee. The buyer's rights under this warranty expire one year from the day the buyer requested repair or replacement (Article 500 of the Law on Obligations). The warranty does not exclude or limit the buyer's rights arising from the seller's liability for material defects. The warranty is valid in the territory of the Republic of Serbia and is transferable to a new owner until the warranty period expires, upon handover of this card, the proof of purchase and the maintenance record. The Commercial Court in Novi Sad has jurisdiction over disputes.

11. CONFIRMATION OF RECEIPT OF DOCUMENTS

By signing, the buyer confirms receipt of the instructions for use and the declaration together with the product, and acknowledges the conditions in the instructions to which this warranty refers.

For the warrantor	For the buyer
signature and stamp	signature and stamp

12. RECORD OF MAINTENANCE AND SERVICE WORK

Keeping this record is a condition for exercising rights under the warranty (section 8). Interval W work carried out by the user is also recorded.

Date	Interval (W/A/B/C)	Description of work carried out	Performed by	Signature