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	Low-profile pallet truck WH-25L-51-H
Type / model	WH-25L-51-H
Brand	STAXX
Manufacturer	NINGBO STAXX MATERIAL HANDLING EQUIPMENT CO., LTD
Country of manufacture	People's Republic of China

Serial / factory number

Invoice or delivery note number

Date of sale (start of warranty period)

Delivery date

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. 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 8.
- 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).

6. 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.

7. 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 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 8, and in accordance with Articles 481 and 482 of the Law on Obligations for commercial contracts.
- To enclose this warranty card and proof of purchase with the claim.

8. 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.

9. SERVICE 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 Commercial Court in Novi Sad has jurisdiction over disputes.

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