**Warranty**
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PLANETA hereby warranty commodity stipulated in appendix shipped to INDEF to be free from defects in materials and workmanship, to be merchantable and to be fit for the purpose intended. The “usual claims” defined under article A shall be warranty by PLANETA for a period of 1 year which is defined by the agreement from the date of shipment. Besides the usual claims stated above any problems with the extreme customer dissatisfaction shall be handled in the special warranty program directed by PLANETA

**A: Usual claims**

As lifting product is manufactured, as is any other mass-produced merchandise, under modern statistical quality control, it is unrealistic to expect a perfect quality products, completely free from any trouble during the useful life of the lifting product since a certain level of minor problems is unavoidable in the manufacturing process due to trade-offs between quality and manufacturing costs. These defects should not be considered to be abnormal as they are within the specified quality level of the production line.

Therefore, claims pertaining to this type of problem should be termed “usual claims”. The specific criteria of “usual claims” are prescribed in this agreement.

**B: Special claims**

Besides the usual claims stated before this, there are claims which shall be handled as a special warranty program directed by PLANETA. Their claims are the problems which are based on an extreme customer dissatisfaction on all units within the eligible range of the serial numbers.

**C: Limitation**

This warranty shall not apply to or include any of the following: Repair or replacement required as a result of (a) accident, fire or other casualty, (b) consequential or incidental damages, (c) lack of reasonable and proper maintenance, (d) use of replacement parts or accessories no conforming to PLANETA specification, (e) use of improper or insufficient lubrication, (f) modifications or adjustments not recommended or approved in writing by PLANETA, (g) improper use such as over loading, (h) normal wear or deterioration caused by use of the products, (i) Normal maintenance and adjustments required, (j) improper stocking or handling, (j) any expense of or related to transportation or labor cost of the products in connection with the warranty repair, (k) claims to PLANETA six (6) or more months after the date of the repairs of the products.