



Handle It Inc. provides a robust warranty from the delivery date, covering defects in materials and workmanship, provided that maintenance guidelines in the owner’s manual are followed and usage limits are not exceeded. See chart for list of products and length of warranty. Throughout the warranty period, Handle It Inc. will, at its discretion, repair or replace any defective components.

Product Name (Item Number)*	Length of Warranty
Impact Protection Products	3 Years
Semi-Automatic Pallet Wrappers (SWM-SA)	3 Years
Mobile Robot Series (SWM-MR)	2 Years
Rotating Arm Series (SWM-RA)	2 Years
Semi-Automatic Orbital Wrappers (OWM-SA)	3 Years
Fully Automatic Pallet Wrappers (SWM-FA)	2 Years
Fully Automatic Orbital Wrappers (OWM-FA)	2 Years
Pallet Strapping Systems Horizontal/Vertical (PSM-FA)	2 Years
Pallet Strapping Head & Track	1 Year
StretchPak Hooder (SP-PRO, SP-MAX)	2 Years

**Parts and Components Only, Does Not Include Labor Expenses*

Exclusions: Wear parts such as e.g., belts, fuses, light bulbs, circuit breakers, brakes, motor brushes, bearings, slip rings, wheels, rollers etc. are excluded from this warranty.

Proof of purchase is required for the warranty and is non-transferrable. The shipping cost for returning defective components is the responsibility of the buyer and the shipment must be accompanied by an RMA number. The shipping cost to ship the replacement component to the buyer is the responsibility of Handle It Inc. This limited warranty does not cover labor expenses for removal or reinstallation of components.

This limited warranty does not cover damage caused by foreign objects, or damage resulting from adverse environmental conditions such as: water, lightning strikes, temperatures outside of listed range, or power surges. It also excludes coverage for damage due to negligence, accidents, improper use, abuse, misuse, exceeding rated capacities, failure to adhere to operating instructions, or unauthorized alterations to the product. For alterations to be covered, written authorization from Handle It Inc. is required.

Dealers and/or end-users are responsible for ensuring that assembly and start-up procedures adhere strictly to the manufacturer’s guidelines. Unauthorized alterations or modifications to the equipment, without explicit approval from an HII representative, can adversely affect performance, pose safety risks, and potentially void the warranty. Additionally, failure to follow these guidelines during assembly or start-up may also void the warranty. Proper training for personnel and strict adherence to protocols are essential to minimize the risk of improper installation, which can lead to operational issues and damage to the equipment.



Replacement Parts Coverage: If you need a replacement part during the warranty period, we will send that out to you at no charge (including shipping) provided a replacement parts form is filled out and sent into support@handleitinc.com. The replacement part is warranted for the existing warranty's duration if it is installed correctly in accordance with the manuals provided and is not misdiagnosed. A replacement part ordered outside of the machine's warranty period is warranted for 90 days (about 3 months) from the date of installation. Replacement parts must be installed correctly in accordance with the manuals provided. Improper installation can lead to equipment failure and may void the warranty. Handle It will absorb the cost of shipping the replacement part to the customer.

Handle It Inc. makes no statement that this product complies with local, state, or federal safety/product standard codes. Should this product fail to comply in any way with those codes, it shall not be considered a defect of materials or workmanship. Handle It Inc. shall not be held liable for any damage resulting from noncompliance. It is the distributor's responsibility to exercise this limited warranty. This limited warranty is provided to the original purchaser (defined as the original end user) and is not transferable.

Damage in Transportation:

Damage in transport is the responsibility of the carrier and is not covered under this warranty. If the product is damaged, and you fail to note the damage on the bill of lading, Handle It will not be liable for replacement part(s).

Returns:

Handle It Inc. will accept returns on standard products. Made-to-order products (ex. automatic machines, custom designs and fabrications) are not returnable. A return must be initiated within 30 days of the original ship date from our warehouse. If a product is returned it must be in resalable condition (as evidenced by photos) with an authorized return material authorization (RMA) memo. Freight charges for the return to our warehouse is the responsibility of the purchaser. (Return shipments on stretch wrap machines are subject to approved shipping methods by Handle It Inc). Returns will be subject to a 20% restock fee. Upon inspection of returned product, if the unit is deemed unsellable, it will be subject to a restock fee above 20% and up to 100% of the original purchase amount based on the salvage value of the returned product. Salvage value will be determined by Handle It Inc. Returns will be inspected within 15 days of receipt.