

Post-sale Services

SUMMARY

Post-sale Service	1
DEFINITIONS	2
SUPPORT LEVELS.....	3
Level 1 (L1).....	3
Level 2 (L2).....	3
Support Level 2 has technical skills capable of solving problems that have not been solved by Level 1....	3
L2 analyzes the problem, verifies the operations already carried out by L1 and applies the necessary solutions to solve the problem itself.....	3
If at the end of its intervention L2 has not managed to restore the system, infrastructure or services normal operating functions, it will engage Level 3 support, which possesses the targeted skills on the supported technologies.....	3
Level 3 (L3).....	3
FRUITION SERVICES MODE	4
OnCenter Assistance.....	4
Swap Service.....	4
OnSite Assistance.....	4
Remote Support.....	4
SERVICE LEVEL AGREEMENT	5
NBD 8x5.....	5
NBD+1 7x24x365 – 4H.....	5
7x24x365 – 4H.....	5
Service Level Agreement Classification.....	5
AVAILABLE ENGAGEMENT SERVICES	7
MANAGEMENT OF SUPPORT REQUESTS	8
OnCenter.....	8
Swap Service / OnSite NBD 8x5 / Remote OnSite.....	8
OnSite NBD+1 7x24x365 – 4H.....	8
OnSite 7x24x365 – 4H.....	9
CONTACTS	10
CALL CENTER.....	10
MAIL.....	10
WEB PORTAL.....	10
PRODUCTS SUBJECT OF THE SERVICE:.....	11
THIRD PARTIES.....	11
SYSTEMS' WARRANTY.....	11
SOFTWARE WARRANTY.....	11
OBLIGATIONS BORNE BY THE CUSTOMER.....	11
LIMITATION OF LIABILITY.....	11
CUSTOMER SERVICE ASSISTANCE DOES NOT INCLUDE.....	12
INFORMATION ON PROCESSING OF PERSONAL DATA.....	13

SG44 rev. 1 del 01/03/2021

DEFINITIONS

7x24x365:	Activity carried out all day, every day, including national and local holidays.
H24	Activity carried out all day, every day, including national and local holidays.
ISR	Incident & Service Request, requests support management
NBD	Next Business Day
NBH	Normal Business hours, from Monday to Friday, excluding National and local holidays from 9 AM to 1 PM and from 2,30 to 6,30 PM
ON CENTER	Activity carried out at an E4 Service Center.
ON SITE	Intervention performed by E4's personnel directly where the system is located.
REMOTE	Intervention performed from E4 site in remote connection to the site where the system is located
SLA	Service Level Agreement, the Agreed Service Level.
SWAP SERVICE	E4 sends spare parts in advance to the customer who carries out the replacement with his own staff.
SUBSCRIPTION	Support Agreement for Application Software or E4 Tech Factory Solutions.

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ISO 9001:2015



ISO 14001:2015



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Banca d'appoggio: Credem
IBAN: IT 11 U 03032 66510 0100 0001 2746
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SUPPORT LEVELS

Level 1 (L1)

This is the initial support level, for customer's basic issues.

E4 collects information from the customer to determine the problem by analyzing the symptoms and understanding the underlying problem. The information may be the system serial number, error or warning message displayed on the screen, log files, screenshots, data used by the end user or any sequence of steps used, etc. This information will be recorded in the call tracing system.

Once the problem has been detected, the specialist checks the possible solutions available; generally, it handles simple and straightforward problems. This includes troubleshooting methods such as verifying physical layer problems, troubleshooting username and password, uninstalling/reinstalling basic software applications, verifying proper hardware and software configuration, and navigating assistance in the application menus. Staff usually handles 70% -80% of customer's issues before passing the problem to the next support level.

Level 2 (L2)

Support Level 2 has technical skills capable of solving problems that have not been solved by Level 1.

L2 analyzes the problem, verifies the operations already carried out by L1 and applies the necessary solutions to solve the problem itself.

If at the end of its intervention L2 has not managed to restore the system, infrastructure, or services normal operating functions, it will engage Level 3 support, which possesses the targeted skills on the supported technologies.

Level 3 (L3)

L3 is the highest support level, responsible for handling the most difficult or advanced issues. Technicians are industry experts and are responsible, not only for assisting L1 and L2 personnel, but also for researching and developing solutions to new or unknown problems. The staff of this level consist of developers who knows the code or the backend of the product.

This group is responsible for designing, developing and evaluating the best solution to the problem. Once verified, the solution is delivered to the customer and made available for future troubleshooting and analysis.

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FRUITION SERVICES MODE

OnCenter Assistance

The service will be activated by the customer, who will request technical assistance via Call Center, e-mail or Web portal. For a correct intervention, at the time of the call, customers must provide all necessary information to verify warranty, date of purchase, product code, serial number and Company details (Company name, address, telephone number)

Contextually or immediately after, a Help Desk specialist will provide instructions for sending, charged to the customer, the parts to be repaired to an E4 service center.

Swap Service

The service will be activated by the customer, who will request technical assistance via Call Center, e-mail or Web portal. For a correct intervention, at the time of the call, customers must provide all necessary information to verify warranty, date of purchase, product code, serial number and Company details (Company name, address, telephone number)

Contextually or immediately after, a Help Desk specialist will start the procedure for sending the spare parts to the address provided by the customer.

OnSite Assistance

The service will be activated by the customer, who will request technical assistance via Call Center, e-mail or Web portal. For a correct intervention, at the time of the call, customers must provide all necessary information to verify warranty, date of purchase, product code, serial number and Company details (Company name, address, telephone number)

Contextually or immediately after, a Help Desk specialist will ascertain the nature of the fault and will arrange date and time of intervention. On Site interventions are usually carried out during normal business hours from Monday to Friday, excluding national and local holidays.

Remote Support

Through remote support it is possible to:

- monitor and apply software changes for the resolution of system problems,
- diagnose and identify a faulty hardware component, which must in any case be repaired or replaced on site.

Requirements for Remote Support provision

Open VPN connection between E4 headquarters and the infrastructures covered by the service. Alternatively, a VPN that requires interaction or authorization from customer's resources can be used, but in this case the SLA count will be subtracted from the authorization waiting times.

Availability of correct credentials access to the systems covered by the service.

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SERVICE LEVEL AGREEMENT

The Agreed Service Levels may be, depending on the warranty purchased:

NBD 8x5

the intervention is carried out during office hours; intervention guaranteed by the Next Business Day;

NBD+1 7x24x365 – 4H

response guaranteed within 4 hours; intervention guaranteed during office hours within the 2 following working days;

7x24x365 – 4H

response guaranteed within 4 hours; intervention guaranteed within the 4 following hours, every day, holidays included.

Exceptions

In case of NBD 8x5 assistance, the above service levels are valid only when the call to the call Center is made before 3 PM, calls made after 3 PM postpone the service level by one day.

E4 selects the best express couriers to whom it entrusts the spare parts necessary for the repair. In some geographical areas and in exceptional cases, the level of service may require an increase of 1 or 2 days

Service Level Agreement Classification

Upon receiving a support request, E4 will assign a priority, according to the following scheme. The request will be managed according to the following service levels, based on the type of request:

Incident	An event that is not part of the standard operation of a service that causes or may cause interruptions or reduction in services quality and customer productivity
Service Request	request for information, or advice, for a Standard Change or Access to an IT Service.

Service Requests on applications which are not directly connected to a Hardware component, require a specific annual Subscription, normally excluded from the warranty conditions.

Priority

Definition	Description
Priority	The Priority is based on a scale of 1 to 4. The priority is the result of a qualitative assessment of both impact and urgency, according to the following definitions. Priority can be suggested by the requester when a ticket is open, but it is the responsibility of the Help Desk team.
Impact	The impact is based on the number of affected users. The impact can range from "low" to "critical".
Urgency	Urgency is based on evidence provided by affected users to receive an immediate assistance. By default, the urgency is "low" with no evidence and "critical" when an escalation from the Board occurs.

Based on the description above, we can summarize the priority as:

Definition	Description
Priority 1, Critical	Complete disruption of service, system, network, application, or configuration item identified as critical, affecting the infrastructure.

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Priority 2, High	It applies when service, system, network, application, or configuration item can function, but with significant performance degradation and/or limited functionality.
Priority 3, Normal	An event that causes a minimum loss of service. A solution or a workaround is available to restore functionality.
Priority 4, Low	An event that represent an inconvenience to the user but does not prevent the user from working.

Priority Incident

The priority incident will be assigned as following:

Priority		Impact			
		Critical	High	Normal	Low
Urgency	Critical	1	1	2	2
	High	1	2	2	3
	Normal	2	3	3	3
	Low	4	4	4	4

Priority Service Request

Predefined Service Request Priority will be assigned as following:

Priority		Impact		
		High	Normal	Low
Urgency	High	3	3	4
	Normal	3	4	4
	Low	4	4	4

AVAILABLE ENGAGEMENT SERVICES

Mode	OnCenter	Swap Service	OnSite	Remote OnSite	OnSite	OnSite
SLA		NBD 8x5	NBD 8x5	NBD 8x5	NBD+1 7x24x365 – 4H	7x24x365 – 4H
Warranty Duration (years)	2-3	3-5	3-5	1-5	3-5	3-5
Helpline	✓	✓	✓	✓	-	-
Dedicated Helpline	-	-	-	-	✓	✓
Support by Mail	✓	✓	✓	✓	-	-
Dedicated Support by Mail	-	-	-	-	✓	✓
Web Portal	✓	✓	✓	✓	-	-
Dedicated Web Portal	-	-	-	-	✓	✓
Early Replacement Parts	-	✓	✓	-	✓	✓
Sending Technical Personnel On Site for Replacement	-	-	✓	-	✓	✓
NBH Availability	✓	✓	✓	✓	-	-
H24 Availability		-	-	-	✓	✓
Spare Parts E4 Factory	-	✓	✓	-	-	-
Spare Parts Dedicate	-	-	-	-	✓	✓

MANAGEMENT OF SUPPORT REQUESTS

The Support Request (ISR) is "Accepted", "Recovered" and "Resolved" according to the standards defined below.

"Accepted" means:

- Reception and active evaluation of the ISR.
- Gather as much information as possible during the observation period.
- Assign the ISR to a human operator.
- Mark the ISR as "In charge".

"Recovered" means:

- Have a human operator actively working on resolution.
- Provide a solution or workaround to the requester.
- Collect feedback from the applicant to confirm the acceptance of the ISR resolution.
- Mark the ISR as resolved.

The "Recovery Time" begins as soon as the ISR "Accepted" process is complete.

"Resolved" means:

- Both "Accepted" and "Recovered" processes have been completed.

The time of the ISR is defined according to the standard defined in the tables below:

OnCenter

ISR Type - Priority	Period of Observation	Accepted	Recovered
Incident-1	NBH	8h	8h
Incident-2	NBH	8h	16h
Incident-3	NBH	16h	16h
Incident-4	NBH	16h	24h

Swap Service / OnSite NBD 8x5 / Remote OnSite

ISR Type - Priority	Period of Observation	Accepted	Recovered
Incident-1	NBH	4h	8h
Incident-2	NBH	8h	8h
Incident-3	NBH	8h	16h
Incident-4	NBH	8h	24h
Request-2	NBH	8h	8h
Request-3	NBH	8h	16h
Request-4	NBH	8h	24h

OnSite NBD+1 7x24x365 – 4H

ISR Type - Priority	Period of Observation	Accepted	Recovered
Incident-1	NBH	4h	8h
Incident-2	NBH	4h	8h
Incident-3	NBH	4h	16h
Incident-4	NBH	8h	24h
Request-2	NBH	4h	8h
Request-3	NBH	4h	16h

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Request-4	NBH	8h	24h
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OnSite 7x24x365 – 4H

ISR Type - Priority	Period of Observation	Accepted	Recovered
Incident-1	H24	4h	2h
Incident-2	H24	4h	4h
Incident-3	H24	4h	8h
Incident-4	H24	8h	16h
Request-2	NBH	4h	4h
Request-3	NBH	4h	8h
Request-4	NBH	8h	16h

All defined service levels are to be calculated excluding waiting times, external escalations or generic impediments beyond E4's will. The timing necessary to check partner or customer issue are to be considered excluded from the measurement.

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CONTACTS

CALL CENTER

- Standard: available from Monday to Friday, national and local holidays excluded. Time: 9 AM to 1 PM and 2,30 to 6,30 PM
- Dedicated H24: E4 call center available every day, including national and local holidays, 24 hours a day

MAIL

- Standard: available from Monday to Friday, national and local holidays excluded. Time: 9 AM to 1 PM and 2,30 to 6,30 PM
- Dedicated H24: every day, including national or local holidays, available 24 hours a day

WEB PORTAL

- Public Web Portal for managing support requests.
- Dedicated Web Portal for managing support requests.
- Dedicated Web Portal for managing support requests 7x24x365

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GENERAL CONDITIONS OF ASSISTANCE

What is described in this chapter represents the general conditions and the description of the services offered by E4 Computer Engineering S.p.A., hereinafter E4, to the Customer unless otherwise specified and agreed.

PRODUCTS SUBJECT OF THE SERVICE:

Warranty is provided only to E4 equipment for which the relative warranty has been purchased. The warranty service will only cover the original E4 product, consisting of a system unit including the internal devices assembled in the factory. It is considered standard, for warranty coverage purpose, the factory configuration as indicated on the identification label applied on the product packaging and warranty card.

Peripherals and any other part not included in the original configuration are excluded from the service.

THIRD PARTIES

For the realization of the proposed services, E4, in its own judgment and in compliance with the laws in force, may use products or services offered by third parties, deemed useful for improving performance of the final product may these be free of charge or not. Always acting with a view to providing the best possible service, E4 also cannot be held responsible for malfunctions or damage caused by products, services or professionals of third-party. Throughout the implementation of the agreed services, E4 will act as a point of contact and coordination between the Customer's representatives and any third parties that may be engaged.

SYSTEMS' WARRANTY

E4 declares that its systems are covered by a guarantee regarding proper functioning and lack of defects. Therefore, the replacement or repair of the non-functioning or defective product or component is guaranteed, at the choice of the manufacturer. The warranty does not apply to failures caused by electrical discharges, voltage fluctuations, incorrect use of the device. The warranty provides for the reinstatement of the defective hardware part only, while the labor performance, the necessary additional services and any travel expenses will be invoiced at the final balance at the standard E4 rates, unless otherwise specified.

E4 is not responsible in any way for achieving the results that the Customer had set with the purchase, nor does it assume any obligation or provide any guarantee that is not expressly provided for in this document. The products have been proposed by E4 based on the information provided by the Customer, who remains solely responsible for the correctness of the information and of the final choice. The Customer will not be reimbursed for damages of any kind, deriving from inadequacy of the system chosen for the activity and functions for which they are intended by the Customer or from shutdown of the plant due to breakdowns, data loss, loss of production, not even during the warranty period. Technical assistance and system's maintenance, covered by this document, will be provided by E4 under the conditions and in the manner specified in a separate and specific maintenance contract. The services governed by this contract fulfill in all respects all obligations of E4, as a guarantee against faults and defects.

SOFTWARE WARRANTY

The software marketed by E4 is licensed for use under the conditions, the guarantees and the limits set out in the manufacturer's documentation as an integral part, because it is not the prerogative of E4 to modify in any way the manufacturer's provisions. The software is delivered in the state in which the manufacturer marketed it. E4 is in no way responsible for any shortcomings, deficiencies, or defects of the software, nor will it be required to inform the Customer of any problems related to it, after the date of the contract, or of malfunctions that are revealed after testing, deriving from further installations, tampering, additions, etc. of programs, operating systems /environments, etc. (this list is not exhaustive, but merely exemplary).

OBLIGATIONS BORNE BY THE CUSTOMER

The technical staff must have full and free access to the equipment that will be made available at no charge. Furthermore, the necessary working space, the assistance of the operating personnel and the availability of machinery, connections and devices that are necessary for the provision of the assistance service must be provided.

The electrical system must comply with the law and, in situations of particular discomfort, the equipment must be protected by an adequate UPS. The data backup and restore is in all cases responsibility of the Customer and must be carried out before the intervention of the technician.

LIMITATION OF LIABILITY

a) The Customer retains full ownership of the materials supplied by themselves (with "materials" we mean, by way of non-exhaustive example: texts, logos, trademarks, images, audiovisuals, documents, graphics, diagrams, projects, etc.), whether they are also sensitive or personal, assuming all responsibility for their content and their management, with the express exemption of E4 from any responsibility and burden of verification and/or control.

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b) E4, therefore, while making every effort to ensure that this does not happen, cannot be held responsible in any case for the use of data, delivered and/or requested by the Customer, covered, without E4's knowledge, by the right of author.

c) The Customer uses the services at his own risk, E4 is not liable, to any party for legal/civil or administrative disputes, of indirect, specific, incidental, punitive, cautionary or consequential damages (by way of example but not exclusive: damages in case of inability to use or access services, loss or corruption of data, profits, customers, image damage, business interruptions...), caused by the use or inability to use the services and based on any hypothesis of liability including breach of contract, negligence, or other, even if E4 has been alerted of the possibility of such damages and in the event a clause present in the agreement has not resolved the issue.

d) E4 cannot be held responsible for service malfunctions caused by technical problems on machinery, servers, routers, telephone lines, telematic networks, etc. owned by the Customer or by companies selected to offer the services.

e) Malfunctions of services, data loss, accidental disclosure of personal or sensitive data, and any other type of damage occurring because of attacks by thieves, hackers, crackers, viruses, etc. are not attributable to E4.

f) E4 cannot be held responsible for inefficiencies, interruptions of services and/or damage due to force majeure such as accidents, fires, explosions, strikes, lockouts, earthquakes, disasters, floods, riots, and other not predictable events, that could, in whole or in part, prevent from fulfilling the terms of the contract, within the timeframe or in the manner agreed.

g) E4 cannot be held responsible for the malfunctioning of the services due to non-compliance and/or obsolescence of the devices with which the Customer or third parties are equipped.

h) E4 cannot guarantee the Customer secure income deriving from the use of the services.

i) In the event that the Customer makes changes or alterations of any kind to the services offered (by way of non-exhaustive indication: changes to the codes, to the arrangement of folders and/or files, to their names, etc.), E4 cannot be held responsible for any damage caused or malfunctions. If the Customer requests assistance in resolving damages caused by him or by third parties, the E4 rates in use in the current period will be applied.

j) If a limitation, exclusion, restriction or other provision contained in this document is judged void for any reason by a competent court and E4 consequently becomes liable for loss or damage, such liability cannot exceed the list price applied by the Supplier for the type of service sold.

CUSTOMER SERVICE ASSISTANCE DOES NOT INCLUDE

a) the supply of consumables or accessories, such as tapes, discs, paints, etc. as well as the finishing and the endowments of materials of the equipment;

b) electrical systems external to the equipment as well as maintenance of accessories, modifications, connections or other devices not supplied by E4, unless specified in the list of components included in the equipment at the time of purchase;

c) the installation and maintenance of the basic and/or application software, unless explicitly agreed;

d) parts subject to consumption.

E4 will not be required to provide assistance service in the event that:

e) the equipment or related components have serial numbers or labels that have been removed, altered or made illegible;

f) the failure is caused by accidents, negligence or willful misconduct, improper use or programming, improper power supply, excessive physical stress, breakdowns or defects in the air conditioning system or environmental controls;

g) the malfunction is attributable to other equipment external to the E4 equipment and connected to it;

h) the equipment has been serviced or repaired, or has been the subject of attempted assistance or repairs by personnel not appointed by E4, i.e. without having first obtained written authorization from E4;

i) the equipment cannot be brought back to an environmental and access condition that allows for assistance.

j) the equipment has suffered damage due to computer viruses, natural disasters, atmospheric events, facts attributable to third parties, fires, vandalism, etc.

k) the customer is in default of the obligation to pay the price of the product.

l) the customer has not complied in any way with the clauses present in the previously approved and signed conditions of sale.

INFORMATIVA SUL TRATTAMENTO DEI DATI PERSONALI: INFORMATION ON PROCESSING OF PERSONAL DATA

Personal data requested and collected during communications between the parties, in compliance with the Privacy Law n. 675 of 1996 and of Legislative Decree No. 196 of 2003 "Code regarding the protection of personal data": a) are collected and processed electronically and/or mechanically with the aim of: 1. activating and maintaining the procedures for the execution of the requested services for the Customer; 2. maintain a private customer archive; 3. maintain a public archive of works (which may show: images of the works, the Client's company name, the Client's web address); b) they are mandatory to provide the requested services in the best possible way; c) if not provided, they will not allow the performance of the requested services; d) will be processed by the Supplier's representatives regarding the performance of the requested services and as indicated in letter a); e) may be disclosed to third parties delegated to carry out the activities necessary only for the execution of the stipulated contract, but in no other case transferred, sold or bartered. The owner of the processing of personal data is E4. The Customer enjoys all rights under the Laws and Legislative Decree, and the regulations in force at the time of signature.

Pursuant to and for the purposes of Articles 1341 and 1342 of the Italian Civil Code, by signing this and the other pages of the contract, you declare that you are fully aware of your rights and accept and sign them.

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