



GENERAL CONDITIONS FOR THE SUPPLY OF PRODUCTS AND THE PROVISION OF SERVICES

1. SCOPE OF APPLICATION

1.1. These general terms and conditions (hereinafter "General Terms and Conditions") apply to current and future contractual relationships that Coster Group S.r.l. Unipersonale (hereinafter "Coster Group"), has established with a customer (hereinafter the "Customer"), concerning the supply of Products, the provision of Services and/or any further services of Coster Group. They cancel and replace Coster Group's previous general terms and conditions. A copy of the General Terms and Conditions is available on the company website at www.costergroup.eu.

1.2. The provisions of the General Terms and Conditions shall not be amended, waived and/or supplemented without Coster Group's prior written consent, and shall prevail over any contractual terms and conditions which may be proposed by the Customer at any time, and which, however, are understood not to be accepted by Coster Group, even without the need of an explicit notification.

1.3. In the event of a conflict between "General Terms and Conditions" and special conditions contained in the order confirmation/offer accepted by the Customer, the latter shall prevail over the former.

2. CONCLUSION OF THE CONTRACT

2.1. The contract shall be deemed concluded upon the transmission of the confirmation (hereinafter referred to as "Order Confirmation") by Coster Group acknowledging the Customer's request to purchase Products and Services, or upon Coster Group's acknowledgment of the Customer's acceptance of the offer of Services.

2.2. Any clerical errors in the Order Confirmation must be reported by the Customer within 2 days of its receipt.

3. AMOUNTS DUE AND METHODS OF PAYMENT

3.1. The payment due by the Customer to Coster Group for the supply of products and the provision of services are indicated in the Order Confirmation or in the quotation accepted by the Customer.

3.2. Payments shall be made according to the method and on the due dates indicated in the Order Confirmation or in the offer accepted by the Customer after the invoice has been issued and forwarded to the Customer in accordance with the law. The Customer undertakes to promptly provide Coster Group with the information necessary to issue the invoice.

3.3. If there is any delayed payment of the amounts due then arrears interest will be applied to the extent provided for by Legislative Decree No. 231/2002.

3.4. Unless otherwise agreed, if the payment agreed upon between the parties is in advance, it shall refer to the entire price.

3.5. Coster Group will be entitled to suspend the provision of its services in the event of delayed or irregular payment of the amount due. In the case of payment by instalments, failure to pay even a single instalment on time shall authorise Coster Group to declare the Customer forfeited of the entitlement to deferred payment terms. Consequently, Coster Group may demand the immediate payment of the entire outstanding balance due.

3.6. An annual fee will be agreed for some specific Services provided by Coster Group that allow the Customer to monitor and/or manage its installations.



4. SUPPLY OF PRODUCTS. TRANSPORT AND DELIVERY

4.1. Unless otherwise agreed with the Customer, the products supplied by Coster Group to the Customer are delivered FCA "Free carrier" (Incoterms 2020).

4.2. Coster Group will identify the carrier and charge the Customer the relevant cost on the invoice. Coster Group is released from the obligation of delivery by transferring the goods to the carrier or to the forwarding agent, pursuant to article 1510 of the Italian Civil Code. The risks of loss, theft, and/or damage to the goods during transport are borne by the Customer and, in any case, the Customer will be required to pay the amount agreed for the supply.

4.3. If the Customer does not collect the goods ordered and/or refuses to accept delivery for any reason, except when the right of withdrawal is exercised, as envisaged in clause 17.2, the products, shall remain available to the Customer at Coster Group's premises and Coster Group shall also charge the consequent storage costs - at the premises of third parties, if applicable - to the extent of 10% of the agreed amount due. However, the amount due shall be payable on the dates originally agreed. All risks of loss and/or deterioration of the products during storage are borne by the Customer.

4.4. The delivery terms indicated in the Order Confirmation or in the offer accepted by the Customer and/or, however, the delivery terms otherwise agreed with the Customer are to be considered indicative and are not binding. Any delay in the delivery of the products with respect to the specified terms does not entitle the Customer to refuse the goods, to cancel or terminate the contractual relationship in whole or in part, and/or to claim compensation for any damage suffered.

4.5. The Customer is required to check that the packaging is undamaged at the time of delivery. The goods shall be accepted "subject to confirmation" in the case of packing that shows clear signs of damage and/or deterioration by adding the foregoing wording to the transport document (delivery note or other document).

4.6. Any shortages with respect to the agreed quantities must be reported in writing, by registered letter with recorded delivery or by certified e-mail, within eight days from the date the goods were delivered. The Customer shall forfeit the right to request a refund of part of the amount due and/or compensation for damages, if no timely notification is made by the Customer within the period of time indicated above.

5. COMMISSIONING (hereinafter "COMM") and TECHNICAL INTERVENTION

5.1. When requested by the Customer, the Commissioning activities (COMM) of the products are performed by Coster Group or by technicians duly appointed by Coster Group and aim to verify the regularity and conformity of the installation and the setup of Coster Group products carried out by the Customer and/or by the Customer's appointed representatives.

5.2. The commissioning activities (COMM) can only be performed if the Products supplied by Coster Group have been properly installed and all connections made. Coster Group will proceed with the commissioning activities (COMM) only upon receipt of the declaration of "approval to the COMM" uploaded by the Customer on the dedicated area of Coster Group's portal.

5.3. If Coster Group or the technicians appointed by it cannot proceed with the COMM, due to lack of connections or incorrect installation or for causes not attributable to Coster Group, the Customer shall pay Coster Group the costs for their travel and presence on site (€100.00 per hour).

5.4. Coster Group will issue a COMM report after the COMM has been completed.

5.5. The Customer's request for Commissioning activities (COMM) and technical intervention must be made exclusively on the dedicated area of Coster Group's portal. Other methods of request will



be deemed invalid.

5.6. Coster Group reserves the right to perform the Service referred to in clause 5.5 above no earlier than ten days after the request for intervention and COMM being entered on the portal. The intervention date will be planned in agreement with the Customer.

6. WARRANTY

6.1. Coster Group warrants that its products are free of flaws and defects, according to the time limits laid down by law. Any flaws and/or defects are to be reported in writing, under penalty of forfeiture, within eight days of their discovery; such notification is to be sent by registered letter with recorded delivery, or express courier or by a delivery system of qualified electronic mail in accordance with the eIDAS Regulation (based on Registered Electronic mail), pursuant to and in accordance with article 1495 of the Italian Civil Code.

6.2. If the Customer falls under the definition of "consumer" pursuant to Article 3 of Legislative Decree 206/2005 as amended and supplemented, the guarantee provided for in Article 133 of Legislative Decree 206/2005 as amended and supplemented shall apply.

6.3. On Coster Group products, the warranty is two years from delivery. Any flaws and/or defects are to be reported in writing, under penalty of forfeiture, within eight days of their discovery; such notification is to be sent by registered letter with recorded delivery, or express courier or by a delivery system of qualified electronic mail in accordance with the eIDAS Regulation (based on Registered Electronic mail).

6.4. Unless otherwise agreed in writing between the parties, Coster Group does not guarantee the conformity of the Products to specific technical characteristics other than those indicated in the technical data sheets or to particular specifications or their suitability for particular uses by the Customer.

6.5. Coster Group undertakes to repair faulty products during the warranty period, and when repair is not possible, Coster Group undertakes to replace any faulty products. In any event, the choice between repairing or replacing the products will be at Coster Group's discretion.

6.6. The interventions under warranty carried out in Coster Group's laboratories is completely free of charge. The Customer shall be required to pay the amount agreed in advance at the time of the request for assistance in the case of work under warranty to be carried out at the Customer's premises, or at the location where the products are installed.

6.7. No returns will be accepted unless previously authorised in writing by Coster Group. Coster Group will examine the returns to verify that the defect exists and is attributable to its responsibility and only in this case it will replace and/or repair the Products recognised as defective. The Customer shall always bear the transport costs for returns of Products to Coster Group.

6.8. Coster Group will not accept returns of Products after one year from delivery, except for the provisions of clause 6.7 above, and therefore in the case of returns for crediting. In this case, the return must be authorised in advance in writing by Coster Group and the packaging must be intact. The Customer shall always bear the transport costs for returns of Products to Coster Group srl.

6.9. The warranties referred to in clauses 6.1, 6.2 and 6.3 above will not apply:

- (a) when the Customer has not paid the agreed amounts;
- (b) when the Customers has tampered with the products supplied, either directly or by the intervention of third parties;
- (c) when the products are used in a manner that does not comply with their characteristics and with the technical provisions detailed in the user and installation manuals;



(d) when the original data plates affixed to the products have been altered, replaced or removed.

7. ADDITIONAL SERVICES PROVIDED BY COSTER GROUP

7.1. The services governed by this clause 7 are provided following a specific agreement and payment, and therefore, if such services are to be provided, they are expressly referred to in the Order Confirmation or in the offer accepted by the Customer.

7.2. Only holders of a regular license to use the Software can benefit from the Support and Maintenance Service, which can be exercised remotely or on site. Specialised and authorised Coster Group personnel will carry out the on-site Service. The date for the on-site intervention will be planned in agreement with the Customer.

7.3. The After-sales Service provides a telematic Helpdesk service (on the dedicated area of Coster Group's portal) through dedicated tickets, from 8.30am to 12.30pm and from 01.30pm to 05.30pm every weekday when the company is open, in order to offer support to the Customer for the correct and efficient use of Coster Group programs and for the solution of operational problems that may arise when using the programs.

7.4. Preventive maintenance - The purpose of the preventive maintenance service is to check the electrical/mechanical functionality of the controllers, transmitters (temperature, humidity sensors, etc.) and of the actuators for valves and dampers, as well as to ascertain and report to the Customer any faults or damage to the products installed.

7.5. Corrective maintenance - The corrective maintenance service includes all the operations necessary to restore/reconfigure the system following accidental failures or possible malfunctions, excluding any activities not expressly mentioned in the offer. Coster Group must receive the requests for assistance exclusively by ticket on the dedicated area of Coster Group's portal. Other methods of request will be deemed invalid. At the end of each corrective maintenance intervention, the Customer will receive a report of the activity carried out, signed by the personnel involved and by the Customer.

7.6. Extraordinary maintenance - The extraordinary maintenance service consists of specific operations carried out at the Customer's premises according to the Customer's specific needs.

7.7. Remote metering - consumption allocation - The purpose of the remote metering - consumption allocation service is to identify, record, communicate and archive the data acquired by Coster Group equipment with reference to the consumption of thermal energy, domestic hot and cold water, electricity (where possible) and consumption of individual installed allocation units. The service is provided every two months, or as agreed, and reports are sent to the Customer.

7.8 COSTER CONNECT

7.8.1 COSTER Connect is the service that allows users to monitor and manage their systems using the Web. The Customer will be able to use all the functions of the software, by connecting to Coster Group servers, via the Internet, for example for managing and relaunching alarms, time scheduling, setpoint management, data logging. The systems must be provided with an IP connection to comply with the connectivity requirements of the Service.

8. PROVISION OF SERVICES - LIMITATIONS OF LIABILITY

8.1. The provision of the additional Services referred to in clause 7 above shall be specified in the relevant Order Confirmation or in the offer accepted by the Customer.

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8.2. The request for the provision of one or more of the services referred to in clause 7 is subject to prior successful execution of the COMM.

8.3. Coster Group shall not provide the Services referred to in clause 7 above if the devices or systems are tampered with by the Customer or by third parties. In this case, Coster Group is exempt from any liability.

8.4. Coster Group will not provide the Services referred to in clause 7 above to repair damages deriving from improper use of the Software and/or its connection to unsuitable equipment. Coster Group is exempt from any liability.

8.5. The objectives indicated in the Order Confirmation or in the offer accepted by the Customer and, or, however, the objectives agreed with the Customer are to be considered indicative and not binding. Any delay in achieving the objectives compared to the terms indicated shall not entitle the Customer to terminate the contract, in whole or in part, and/or claim compensation for damages.

8.6. Coster Group will have the right to suspend or interrupt the provision of services to enable appropriate and/or necessary ordinary or extraordinary maintenance work to be carried out both on Coster Group's servers and/or equipment used to provide the services, and on the premises where the services and/or equipment are located. In such cases, Coster Group will undertake to carry out the work in the shortest possible technical time. The Customer acknowledges and accepts that he/she will not be entitled to make any request to be indemnified, reimbursed or compensated by Coster Group for the periods of time that he/she was unable to use the service.

8.7. The Customer acknowledges and accepts that the services provided by Coster Group are characterised by continuously evolving technologies. For this reason, Coster Group may modify the technical characteristics of the individual services provided, when this is made necessary by technological evolution and by supply and/or organisational requirements.

8.8. Coster Group shall have the right to suspend, subject to prior warning, the performance of the Services referred to in clauses 5 and 7 above in the event of non-compliance by the Customer with the work safety regulations set out in Legislative Decree 81/08. The Customer acknowledges and agrees that no claim for damages, compensation, reimbursement may be made against Coster Group.

8.9. Coster Group is committed to providing a Service performed in accordance with the industry's average standard of diligence, in a professional manner, by suitably qualified personnel.

9. CUSTOMER COMMITMENTS

9.1. The Customer undertakes:

- (a) to allow Coster Group or the personnel duly appointed by Coster Group to access the buildings subject to the interventions, also for the purpose of performing the Commissioning activities (COMM) referred to in clause 5;
- (b) to make available all the information and equipment which are essential to enable the contractual services to be performed correctly;
- (c) to provide adequate assistance to Coster Group's personnel and to any technicians that Coster Group may use during the interventions.
- (d) not to intervene directly or through third parties, on the equipment installed, the software, the remote communication devices and, more in general, on any component or device supplied by Coster Group.

9.2. . The Customer undertakes to activate a dedicated telephone or telematic connection, as indicated by Coster Group, in order to ensure the provision of the remote metering service, through



the use of special communication equipment supplied by Coster Group. The line must not be shared with other telephone equipment.

10. SAFETY AND ENVIRONMENT - ACCESS TO COMPANY PREMISES

10.1. This clause applies in all cases in which the supply of Products or Services includes services to be performed at the Customer's premises by Coster Group.

10.2. Coster Group and the Customer undertake to cooperate in the implementation of prevention and protection measures against risks at work and accidents that may occur during the delivery of Products and/or performance of Services at the Customer's facilities, as well as to coordinate their actions in order to comply with the general measures of protection indicated in Legislative Decree no. 81/2008, as amended and supplemented, on health and safety in the workplace, which are hereby referred to in full.

10.3. The Customer shall communicate to Coster Group, in writing and with suitable advance notice, all the necessary information on the specific risks existing in the workplace, specifying all the emergency measures adopted with reference to the services to be performed at the Customer's premises.

10.4. Coster Group will only carry out the Services on-site on equipment in normal operating and safety conditions and in compliance with Legislative Decree no. 81/08

10.5. The Customer also undertakes to promptly implement its obligations concerning environmental protection, pursuant to Legislative Decree No. 152/2006, as well as any other applicable legislation, with reference to the management and disposal of hazardous waste related to its working activity.

10.6. Coster Group reserves the right to suspend, subject to warning, the performance of the contractually foreseen services, in the event of non-compliance by the Customer with the work safety regulations set out in Legislative Decree no. 81/08 and until the interventions prescribed by the regulations has been carried out. In the event of continued omission by the Customer, Coster Group has the right to terminate the contract, pursuant to Article 1456 of the Italian Civil Code.

11. USE OF THE SOFTWARE

11.1. Coster Group makes available software solutions for monitoring and managing the equipment installed for use by the Customer to be downloaded from its website www.costergroup.eu, or by other methods defined at its discretion.

11.2. The software that Coster Group makes available to the Customer is not sold but is provided under license. The Customer has the possibility of using the software features included in the version provided, by using the access credentials which Coster Group has assigned to the Customer based on the Customer's specific requests. The Customer may use the software exclusively for the specific purposes of the programs.

11.3. The software known as "WebGarage" is granted to the Customer under licence against payment, subject to the terms and conditions set out in the Order Confirmation. Unless otherwise specified in the Order Confirmation or in the offer accepted by the Customer, the use of other Coster Group software is granted under a free license.

11.4. The Customer may not: (a) work around the technical limitations inherent in the software; (b) reverse engineer, decompile or extract the software; (c) make copies of the software to a greater extent than is permitted by law; (d) publish the software to enable the software to be duplicated by third parties; (e) use the software contrary to law; and (f) rent, lease or lend the software.



11.5. The Customer is not entitled to request any compensation for damages resulting from the use of the software, including consequential, special, indirect or incidental damages or damages related to loss of earnings.

12. INDUSTRIAL PROPERTY RIGHTS

12.1. All industrial property rights relating to the components supplied and installed, the software and know-how remain the exclusive property of Coster Group and may be considered as licensed for use only and exclusively when a specific contract has been entered into.

12.2. The Customer undertakes not to use, keep confidential or reproduce in any medium whatsoever the drawings and technical information received by Coster Group in connection with the supply and/or Services requested.

13. SOFTWARE WARRANTY

13.1. The software is supplied in its current state. Coster Group does not provide any warranty for defects or faults in the Software, for suitability for Customer's particular use or purpose, or for compliance with Customer's specific technical, commercial, industrial, or any other requirements other than the technical reference specifications of the Software provided by Coster Group.

13.2. The Software or patches made available to the Customer by Coster Group or installed by it in execution of the Maintenance Agreement are covered by the same warranty and the same limitations as those set out in the Licence Agreement.

14. LIMITATION OF LIABILITY

14.1. Coster Group shall not be liable for any damage of any kind suffered by the Customer or by third parties and consequent to the incorrect use of the products supplied and the services provided and delays in the installation of the products or in the provision of services, except for cases of wilful misconduct or gross negligence.

14.2. The Customer is exclusively liable for the damage caused to property or the injury to persons and resulting from the incorrect use of the products and services provided and is therefore obliged to indemnify and hold Coster Group harmless from any claim for damages made by third parties.

14.3. Without prejudice to the provisions of art. 14.1 above, Coster Group's liability for damages deriving from Product flaws cannot in any case exceed a total amount equal to the price of the individual Products affected by flaws or defects.

14.4. The Customer expressly waives the right of recourse against Coster Group pursuant to Article 134 of Legislative Decree 6/9/05 no. 206 as amended. (Consumer Code).

15. FORCE MAJEURE

15.1. Neither party shall be deemed to be in breach of its obligations under the contract, if the breach is due to fire, flood, strike, industrial action or other industrial accident, unavoidable impediments, legal impediments, insurrection, pandemic, or any other cause not attributable to the parties, provided that these events could not have been foreseen or the effects of these events could not have been prevented at the time the contract was entered into. Such events shall constitute grounds for exemption from liability, if they make it temporarily or permanently impossible to fulfil the obligations under the contract, with the exclusion of those events which merely make the fulfilment more difficult or more costly.

15.2. In particular, Coster Group shall not be liable for suspensions or interruptions in the supply of



Products or in the provision of Services depending on events of force majeure such as, for example, natural events, riots, pandemics, epidemics, quarantine measures, attacks on computer systems (i.e. viruses) of Coster Group that occurred despite the implementation of protection measures in compliance with the principles of diligence, sudden lack of materials for the production of Products due to facts or acts of third parties, customs restrictions, blockage or congestion in global shipments, laws, measures of public authorities, regulations or injunctions of bodies exercising authority and control over the supply purpose of the contract that make it wholly or partially impossible for Coster Group to fulfil its obligations.

16. EXPRESS TERMINATION CLAUSE

16.1. Coster Group may terminate the contractual relationship with the Customer with immediate effect, pursuant to and in accordance with article 1456 of the Italian Civil Code, if the Customer (a) fails to pay the amount due within the agreed date, except as provided for in clause 3.4; or (b) violates the Customer's obligations set out in clauses 8.8;10.6,11.2, 12.2, 18.2.

16.2. The contractual relationship is legally terminated in the cases envisaged in clause 16.1, when Coster Group advises the Customer of its intention to avail of the termination clause by means of a communication to be notified by registered letter with recorded delivery or notified by certified e-mail. Coster Group may interrupt the provision of its services as a result of the termination and will be entitled to retain any amounts which may already have been paid by the Customer, as an advance payment for the damages suffered as a result of the Customer's breach.

17. WITHDRAWAL

17.1. The Customer may not withdraw prematurely from the contractual relationships entered with Coster Group.

17.2. If the Customer falls under the definition of a 'consumer', as envisaged in article 3 of Legislative Decree No. 206/2005 as amended, then the Customer shall have the right to withdraw from the contract without any penalty and without specifying the reason, within the term of fourteen working days from the conclusion of the contract itself or from the date of receipt of the Products by the Customer (if later), by written notice sent to Coster Group by registered letter with recorded delivery or express courier or by a qualified electronic mail delivery system in accordance with the eIDAS Regulation (based on Registered Electronic Mail). In the event of withdrawal, the amount paid by the customer will be credited back to him/her within thirty days of receipt of the notice sent to Coster Group.

18. CODE OF ETHICS

18.1. The Customer expressly declares to be aware of the provisions of Legislative Decree No. 231 dated 8th June 2001, as well as the principles, rules and standards envisaged in Coster Group's organisation, management and control Model, a copy of which is available at the following website address: www.costergroup.eu.

18.2. The Customer also pledges the actions of his/her employees and/or staff, pursuant to and in accordance with article 1381 of the Italian Civil Code, and hereby undertakes:

- (a) to comply with the principles and values contained in the Model and to conduct himself/herself in line with the Model's provisions, and however, in such a way as not to expose Coster Group to the risk of the penalties set out in the above-mentioned Legislative Decree No. 231/2001;
- (b) not behave and/or perform or omit acts in such a way as to induce employees and/or collaborators



of Coster Group to violate the principles of the Model or to behave in a manner inconsistent with the Model.

19. APPLICABLE LAW AND JURISDICTION

19.1. The contractual relationships between Coster Group and the Customer are governed by the Italian law. The Vienna Convention on the International Sale of Goods does not apply to contractual relationships between Coster Group and the Customer.

19.2. All disputes relating to the contractual relationships between Coster Group and the Customer, including disputes relating to the validity, interpretation, execution and termination of such contractual relationships, are attributed to the exclusive jurisdiction of the Court of Milan, or alternatively, if the Customer falls under the definition of "consumer" the Court of the Member State in which the Customer is domiciled.

20. PROCESSING OF PERSONAL DATA – LEGISLATIVE DECREE No. 196/2003 AND REGULATION (EU) 2016/679 ("GENERAL DATA PROTECTION REGULATION - GDPR")

20.1. Pursuant to and for the purposes of Legislative Decree No. 196/2003 as amended and Reg. (EU) 2016/679 ("GDPR"), the Customer declares that he/she has received the information under the current legislation on the protection of personal data or has read it as published on Coster Group's website at www.costergroup.eu and that he/she has been informed about the purposes of the processing of his/her personal data, the methods by which the related processing operations will be carried out by the Data Controller and/or by any of its processors and officers, the period of related retention, as well as the rights granted to him/her by the aforementioned reference legislation as data subject. The processing of personal data is necessary in the performance of obligations arising from the contractual relationship and, therefore, does not require the Customer's consent.

21. COMMUNICATIONS

21.1. All communications to Coster Group must be sent by the Customer either by registered letter with recorded delivery or by express courier to Coster Group S.r.l. Single-member company with operational headquarters in **Peschiera Borromeo- Bettola Zeloforomagno (MI), via Giuseppe Di Vittorio no. 24**, or by a qualified electronic mail delivery system in accordance with the eIDAS Regulation (based on Registered Electronic Mail). to the address costergroup@pec.it.

Communications to the Customer will be made to the contact details provided by the Customer.

Place and date _____

Coster Group srl Single-member Company

The Customer (for acceptance)

Pursuant to and for the purposes of Articles 1341 and 1342 of the Italian Civil Code, the General Terms and Conditions for the supply of Products and provision of Services and specifically the following clauses are hereby acknowledged and approved: no. 3.5 (amounts due and methods of payment); 4.3 (supply of Products, transport and delivery), 4.4 (supply of Products, transport and delivery), 4.6 (supply of Products, transport and delivery); 8.3 (provision of the Services), 8.4 (provision of the



Services), 8.5(provision of the Services and limitations of liability), 8.6 (provision of the Services and limitations of liability), 8.7(provision of the Services and limitations of liability), 8.8 (provision of the Services and limitations of liability); 10.6 (safety and environment-access to company premises); 11.5 (use of the software); 12.2 (industrial property rights); 14.1 (limitation of liability), 14.2 (limitation of liability), 14.3 (limitation of liability), 14.4 (limitation of liability); 15.2 (force majeure); 17.1 (withdrawal); 18.2 (code of ethics); 19.1 (applicable law and jurisdiction), 19.2 (applicable law and jurisdiction).

Place and date_____

The Customer (for acceptance)

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