

Terms and conditions of use of the CIAS ELETTRONICA S.R.L. app

General regulations

This application is owned by CIAS ELETTRONICA S.r.l., with registered office in Milan, Via Durando n.38, VAT number 05050850154 and certified email address cias.elettronica@pec.it, and is dedicated to distributors and/or installers of products and/or services marketed by CIAS ELETTRONICA S.r.l.

By using the app, the User can:

- ✓ reporting service disruptions, malfunctions, faults, and defects in products and services distributed and/or sold by CIAS ELETTRONICA S.r.l.;
- ✓ open tickets to receive assistance and constantly monitor the progress of each report;
- ✓ start a chat with specialized operators who can provide support;
- ✓ purchase a package of assistance/consulting hours to be used as needed;
- ✓ access technical solutions and/or documents and/or price lists in a confidential and dedicated manner;
- ✓ manage the various stages of the RMA process in a fully electronic, immediate, and intuitive manner.

These “Terms and Conditions of Use,” which the User of the app is required to be familiar with, are understood to be generally and unconditionally accepted at the time of account creation and registration via the Log In function.

Users are invited to consult these “Terms and Conditions of Use” periodically, as CIAS ELETTRONICA S.r.l. reserves the right to modify their contents unilaterally and without prior notice.

Users may consult the Terms and Conditions of Use of the app in force at any time at the following address: <https://www.cias.it/wp-content/uploads/2025/10/Termini-e-condizioni-utilizzo-APP.pdf>

Definitions

“**APP**” refers to the application that can be downloaded from the website www.cias.it or from the most common online stores: the application is managed and maintained by CIAS ELETTRONICA S.r.l. through its employees and/or qualified collaborators/partners.

The term “**online sales contract**” refers to the distance contract for the purchase of minutes of support and/or advice regarding reports and/or malfunctions and/or requests relating to the products and/or technological solutions marketed by CIAS ELETTRONICA S.r.l.

“**User**” or “**consumer**” refers to anyone who uses the services provided through the app, after registering and creating a personal account.

“**Minute package**” refers to the minutes purchased online, which are the subject of the order and subsequent payment through the chosen financial partner.

Purpose and nature of the service provided in the app

The app designed and developed by CIAS ELETTRONICA S.r.l. allows you to formulate and submit requests for assistance, support, advice regarding issues relating to products and/or services marketed by CIAS ELETTRONICA S.r.l., to follow the processing of the report and resolve any technical and/or operational and/or installation problems, using, if necessary, a live chat with an assistant/operator.

The user may also have access to additional services, such as consulting brochures, price lists, and specific files (so-called Level II and III Consultation access), according to the terms and conditions indicated below.

The app is available to professional operators, such as distributors and/or installers of CIAS ELETTRONICA S.r.l. products and technological solutions. They are not permitted to resell, extend to third parties, copy, download, or reproduce the content, information, and/or documents made available on the app.

CIAS ELETTRONICA S.r.l., for reasons of expediency and/or commercial reasons, as well as to safeguard its know-how, reserves the right in any case to prohibit the use of the app to applicants who are not considered legitimate to use the services offered and the operations connected to the application itself.

Subject matter of the contract and services offered

CIAS ELETTRONICA S.r.l., through the app, allows users who have registered to use it:

- to report defects, malfunctions, and the need to replace products and/or technological solutions marketed by CIAS ELETTRONICA S. r.l., uniquely identified by their serial number
- to receive assistance and technical support
- to follow up on the processing of their reports
- to chat online with a representative about the issues that have arisen and been reported
- to purchase consultation minutes, which will be deducted in relation to the time dedicated to each report and/or each ticket
- to have dedicated access to brochures, manuals, price lists, and specific files according to the needs presented from time to time (subject to authorization by CIAS ELETTRONICA S.r.l.)

Registration procedure

Users who wish to use the app must first register by creating their own account in the LogIn-Account section and following the guided procedure.

Users guarantee that the data provided for the purpose of creating the account is true, correct, up to date, refers to the legal entity or business owner entering it, or has been entered with the consent of a third party, assuming full responsibility for the accuracy and truthfulness of the information provided.

In order to complete the login process and submit your registration details, you must agree to these terms of use.

By submitting the registration data, the user sends the provider an offer to conclude the user agreement based on these Terms and Conditions of Use. The provider will accept the user's offer by sending a confirmation email to the user and activating the user account.

The provider reserves the right to verify the user's identity immediately after the registration data has been submitted or at a later point in time, for example by selecting an activation link sent to the

user's email address or by entering a code sent to the user's mobile phone number. Until the user has completed the required verification, the user account will remain blocked. If the registration is not complete, the provider reserves the right to delete the incompletely registered user account. There is no entitlement to registration. The provider may object to registration within a reasonable period of time and without giving reasons. Each natural/legal person may only register once with a user account.

The user account is non-transferable.

Terms of use

Through the account they have created, users will be able to communicate with CIAS ELETTRONICA S.r.l., to whom they can report technical problems and/or request assistance and/or advice in relation to a specific service and/or product—identified by serial number—marketed by CIAS ELETTRONICA S.r.l.

Upon registration, CIAS ELETTRONICA S.r.l. will automatically credit the user with a number of minutes that can be used immediately, free of charge.

The time spent on each report and/or processing each ticket will be deducted from the number of minutes visible in the appropriate section.

The user can check the minutes charged individually for each report and/or each ticket.

Purchase of minutes of assistance

Through the app, it will be possible to purchase additional minutes (minute packages) of assistance and/or advice via:

- PayPal (see "[*PayPal Terms of Use*](#)") or via
- bank transfer

From the specific section "purchase package" and/or "orders," it will be possible to add minutes to your account for the corresponding fee, according to the methods and prices indicated therein.

Once the payment has been received and recorded, CIAS ELETTRONICA S.r.l. will credit the amount in minutes that can be used in the dedicated wallet section, which is visible to the user and can be consulted by them to check that the correct charges have been deducted.

The payment is non-refundable.

The minutes indicated in your wallet do not expire and can be used by the account holder at any time, within a maximum period of 10 years from purchase, provided that the account has not been deactivated and/or canceled and that the in-app service is still operational.

The minutes are strictly linked to the account to which they are assigned and are not transferable.

Access to Level II and III consultation

The user may also have access to additional sections of the app (so-called Level II and/or Level III access) containing price lists, specific files, and technical specifications deemed useful in relation to the problem encountered and reported and/or relevant to the product/service that is the subject of the request for advice and/or assistance.

Such access is subject to prior assessment by CIAS ELETTRONICA S.r.l., which, if deemed useful for the purposes of resolving the report or at its own discretion, will notify the app user of its approval of access to level II or level III.

Termination and/or deletion of the account

The account created by the user will remain active until the user cancels and/or deactivates it.

Once the account has been deleted and/or deactivated, the credit given by the minutes previously purchased and set aside in the user's wallet will not be refundable or transferable to third parties in any way, but may be used in the event of re-registration and/or reactivation of the same account.

CIAS ELETTRONICA S.r.l. will retain the identification data related to the account for a maximum period of 10 years from the moment the account is deleted, in order to complete the correct accounting of the remaining credit and to be able to define the entire administrative process of content deletion.

If a user who already has an account that has been deactivated creates a new account linked to the same legal entity, they will not be entitled to a new credit of free minutes as provided for, on a one-off basis, at the time of the first registration, but will be able to recover any remaining minutes credit prior to cancellation, within a maximum period of 10 years from the time of purchase.

Responsibility and duty of care incumbent upon the user

Users are responsible at all times for the accuracy, completeness, and correctness of the information.

Users are responsible for the truthfulness of the data and information provided through the app.

Users are civilly and criminally liable for any unlawful conduct carried out through the use of the application.

CIAS ELETTRONICA S.r.l. will, where necessary:

- a) inform the judicial authorities or other competent authorities without delay if it becomes aware of alleged illegal activities or information concerning one of its users;
- b) provide, without delay, at the request of the competent authorities, the information in its possession that allows the identification of the recipient of its services in order to identify and prevent illegal activities.

Service suspension for violation of the Terms and Conditions by the user

CIAS ELETTRONICA S.r.l. reserves the right to unilaterally terminate the relationship with the user by disabling the account in the event of proven violations and/or proven abuse of the services offered through the app, without the user being entitled to a refund of amounts already paid for the purchase of remaining minutes, reserving the right to take legal action to assert its rights and protect its know-how and the authorship of the documentation made available in the app.

Intellectual property rights

The operating system on which the app's operation is based and everything connected to it is protected by intellectual property rights (including copyright), as are the content, information, and material made available on the app itself, which are the property of CIAS ELETTRONICA S.r.l., which exclusively holds all intellectual property rights, titles, and interests relating to the graphic design and general interface (including the infrastructure) of the app.

No one is authorized to copy, extract, link to, publish, promote, integrate, use, combine, or in any other way use the content or this communication system without the express written approval of CIAS ELETTRONICA S.r.l.

Any use that does not comply with the law or any of the actions or behaviors mentioned above constitutes a material violation of the intellectual property rights of the application owner.

Prohibition on removing data from the platform

Users are prohibited from removing, using any technology, the textual, video, photographic content, and/or any data present on this application.



CIAS ELETTRONICA S.r.l. undertakes to implement technical solutions suitable for preventing such operations and is in no way responsible for the actions of users who, in violation of the above prohibition, unduly obtain such data and content.

Users admitted to Level II and III consultations may use the material available therein for internal purposes only, without being entitled to circulate and/or disclose it to third parties.

Complaints

Any request for clarification and/or dispute concerning any aspect of the operation of this application must be sent to CIAS ELETTRONICA S.r.l., with registered office in Milan, Via Durando n.38, certified email address: cias.elettronica@pec.it, PEO: info@cias.it.

Applicable law and jurisdiction

These terms and conditions, as well as the provision of our services, shall be governed by and construed in accordance with Italian law.

In the event of disputes concerning the interpretation and execution of this contract, the Court of Milan shall have exclusive jurisdiction, with the express exclusion of any other court. The possibility of accessing ODR (*Online Dispute Regulation*) platforms and ADR (*Alternative Dispute Resolution*) systems remains unaffected.

Data controller

The owner and proprietor of the application is CIAS ELETTRONICA S.r.l., with registered office in Milan, Via Durando n.38, VAT number 05050850154, PEO: info@cias.it; certified email address: cias.elettronica@pec.it.

The company is the data controller for personal data provided through the application and declares, to this end, that it operates in accordance with privacy legislation (as per separate *privacy policy*) and adopts appropriate technical and organizational measures to protect the integrity, security, and confidentiality of data, with the right to appoint external data processors.

Milan, October 15, 2025



By creating an account to use this application, the User declares not only to sign and accept this contract, but also declares, pursuant to and for the purposes of Article 1341, paragraph 2, of the Italian Civil Code, to have thoroughly examined and specifically approved the content of the following clauses: **Terms of use – Purchase of minutes – Access to the second and third levels of consultation – Termination and/or cancellation of the account – Suspension of the service for violation of the Terms and Conditions by the user – Intellectual property rights – Complaints – Applicable law and jurisdiction.**