

ATECHNICAL ASSISTANCE REQUEST

Filling in of the following fields is **mandatory** to process the technical assistance request.

REASON OF THE REQUEST*	COMMENTS
<input type="checkbox"/> PREVENTIVE MAINTENANCE	
<input type="checkbox"/> CORRECTIVE MAINTENANCE (total or partial downtime)	
<input type="checkbox"/> COMMISSIONING	
<input type="checkbox"/> OTHER (specify)	

TYPE OF REQUEST*	
<input type="checkbox"/> REMOTE ASSISTANCE SERVICE (HELP DESK)	<input type="checkbox"/> ON-SITE INTERVENTION

COMPANY THAT REQUIRES THE TECHNICAL ASSISTANCE (CUSTOMER)*				
Reseller **				
Company				
Name and Surname				
Address			N°	
City		Post code		Province / State
Telephone		Mobile		
E-MAIL				
VAT No / Tax Number / Registration Number				
No. of Service Contract (if any)				

DATA OF SITE OR FACILITY WHERE THE PRODUCT IS INSTALLED*				
Company				
Name and Surname (Legal Representative and / or Plant Manager)				
Address /GPS Coordinates			N°	
City		Post code		Province / State
Telephone		Mobile		
E-mail				
Commissioning Date*				

(*) Mandatory information to be filled by the Client (full section).

(**) This information should be filled in only if the product was not purchased directly from Ingeteam S.r.l. (in which case you must attach to the form the paid invoice/purchase receipt issued by the retailer to verify the validity of warranty terms).

PERSON APPOINTED BY THE CUSTOMER WHO WILL ACCOMPANY THE INGETEAM TECHNICIANS DURING ALL THE TECHNICAL INTERVENTION (SUPERVISOR/FOREMAN)*			
Name and Surname			
Telephone		Mobile	
E-mail			
Will the Foreman be present on site for the entire duration of the intervention? (In the event that the customer does not make a Foreman available at the site on an ongoing basis, for the entire duration of the intervention, at least two (2) Ingeteam technicians will be required with a consequent increase in personnel costs)		<input type="checkbox"/> YES	<input type="checkbox"/> NO

The following fields must be filled in case it is necessary to send materials and/or spare parts to the installation site on the basis of instructions received from Ingeteam personnel.

ADDRESS FOR SENDING ANY MATERIALS THAT MAY BE NECESSARY				
Company				
Name and Surname				
Address			N°	
City		Post code		Province / State
Telephone		Mobile		

(*) Mandatory information to be filled by the Client (full section).

LIST OF COMPONENTS ON WHICH IS REQUESTED THE TECHNICAL ASSISTANCE*		
TYPE/MODEL	SERIAL NUMBER	BRIEF DESCRIPTION OF THE FAULT OR THE REASON FOR THE REQUEST FOR INTERVENTION

Registered at the Chamber of Commerce, REA no.: RA-190150, VAT Code and Fiscal Code 02306720398

TECHNICAL ASSISTANCE GENERAL CONDITIONS

1) TECHNICAL ASSISTANCE CONDITIONS

- a) Ingeteam will provide technical assistance on-site only after the reception of the fully filled and signed Technical Assistance Request form (Annex "L"). Ingeteam will use any means deemed necessary in order to reduce the response timing (unless differently agreed in a contract signed between the Parties, whereas specific timings are defined). In case of need of specific materials and/or spare parts not available in Client's stock/warehouse (whereas for the technical assistance are required materials and/or spare parts that the Client had the contractual obligation to keep stocked and maintain their quantities in its warehouse or at-site) Ingeteam will send to the Client related offer for the refill of such materials and/or spare parts and the related delivery time, indicating moreover also the best possible date for the technical assistance. In any case the decision to perform the technical assistance on-site will be up to Ingeteam only and solely.
- b) In case of on-site intervention, Ingeteam staff will provide information on the number of technicians required based on the size and type of the charger, the type of activity required and the presence or absence of Foreman appointed by the Customer.
- During the intervention, the Customer and / or his representative will facilitate the safe access of Ingeteam technicians, without delay, to the product installation site.
 - The presence of a Customer contact person will be an essential condition if actions are necessary on other parts of the installation to allow the required intervention to be carried out smoothly. This person will also ascertain the work and times of Ingeteam's technical staff by signing the intervention reports.
 - In the event that the Customer has indicated in this form that his Foreman will always be present on site during the intervention, and as a consequence of this declaration Ingeteam intervenes on site with only one technician, the Foreman appointed by Customer must strictly be present on site for the entire duration of the intervention.
 - It is Client's responsibility that the site is compliant with the current regulations and laws referred to safety in work environment and in particular in case is required working at height (e.g. protected stairs, scaffold, platforms, etc) and of the anchorage systems (e.g. Life Line, Railings, etc.). Ingeteam personnel will operate only in the perfect compliancy and respect of the current legislation.
 - It will be the Customer's responsibility to provide the assistance and the necessary means for handling the equipment for which technical intervention is required. By means of handling we mean: cranes, forklifts, pulleys, handling levers, etc., or whatever else is necessary to lift / handle components / equipment that cannot be lifted / handled manually (taking into account that Ingeteam equipment is equipped with components potentially to be replaced whose weight is greater than that allowed for manual handling by a single operator) and / or necessary to access all sides of Ingeteam equipment. By assistance we mean the support activity by the customer's staff for any handling of Ingeteam components / equipment.
- The missing compliancy by the Client with at least one of the above conditions or the lack of the safety condition established by the law for the performance of the activity, at the unquestionable evaluation of Ingeteam technical staff, an e-mail will be sent to the client / Customer at the same time as the finding, leaving one hour for resolution (which will be billed additionally). In the event that the finding is not resolved within the established terms Ingeteam personnel will be allowed to leave the site and subsequently also Ingeteam will be allowed to invoice to the Client the daily flat rate per each technician sent. Such amount is considered as reimbursement of the lost working day and for the management expenses sustained by Ingeteam.**
- c) The current version of the Warranty condition (Annex A) can be found at the following link: <https://www.ingeteam.com/it/en-us/technicalsupportitaly.aspx>

2) INGATEAM TECHNICAL ASSISTANCE RATES

The Prices indicated above are valid unless differently agreed in a dedicated contract between Ingeteam and its Customer.
 Payments must be made according to the conditions established by the contracts in place or signed for the specific intervention requested.
 Between the hourly and daily rates, the most favourable rate will be applied to the Customer depending on the distance and duration of the intervention.
 Any days and / or works exceeding the estimates communicated and the related costs will be borne by the Customer and charged according to the technical assistance rates listed below in force at the time of the request.

HOURLY RATE		
CODE	GENERAL CONDITIONS – CARRYING OUT OF SERVICES	RATES
000216	For all hours of operational service	100.00 EUR
000217	For all hours of travel and/or idle waiting	77.00 EUR
000218	For all hours of overtime	117.00 EUR
000219	Transfer for each day away from headquarters on the Customer's behalf	100.00 EUR
000221	Living expenses (lunch, dinner, lodging, etc.)	Expenses sheet or flat rate
001136	Further expenses (Airlines/other fares, car hire, materials etc.)	Expenses sheet or flat rate
000220	Mileage (including motorway tolls)	0.85 EUR per Km or flat rate

DAILY RATE (Living expenses and Mileage included)		
CODE	GENERAL CONDITIONS – CARRYING OUT OF SERVICES	RATE
001137	Daily Rate. For all hours of operational service and for all hours of travel and/or idle waiting (maximum 8 working hours and in any case no more than 12 hours overall)	1,100.00 EUR
001136	Further expenses (Airlines/other fares, car hire, materials etc.)	Expenses sheet or flat rate

For any activities carried out on non-working days, all the above rates will be increased by 50%.
 The transfer costs will be always referred to the nearest INGATEAM Service Centre with respect to the installation site, unless there is a need to perform the activity with the INGATEAM staff from main office in Italy for technical expertise reasons or/and with another INGATEAM Service Centre because of unavailability of the Service Centre closest to the installation site.
 The daily rate is per person per day (standard daily working hours are from 08.30 to 17.30; standard working days are from Monday to Friday).
 The rates and conditions indicated above are valid unless different ad-hoc contracts stipulated between the Customer and Ingeteam.
 The Price is net / not includes VAT, charges, or expenses of any kind, without the possibility of deductions.

The rates indicated are subject to an annual increase equal to ISTAT (FOI) + 1% index.

*Date(day) /.....(month) /.....(year)

*CUSTOMER's stamp and legible signature for acceptance

Pursuant to and for the purposes of Articles 1341 and 1342 of the Civil Code, the parties declare that they have read and evaluated and well understood, as well as expressly declare that they accept and approve the following clauses of this contract including the paragraphs and specifications:

GENERAL TECHNICAL ASSISTANCE CONDITIONS

- 1) Technical assistance conditions
Letter b)
Letter c)
- 2) Ingeteam technical assistance rates

ANNEX "A" – WARRANTY CONDITIONS

- 1) Warranty conditions
- 2) Warranty esclusions

Warranty Terms and Complaints Procedures
Limitation of Manufacturer's Liability
Applicable jurisdiction and dispute resolution

*Date(day) /.....(month) /.....(year)

*CUSTOMER's stamp and legible signature for acceptance

PERSONAL DATA PROTECTION

In compliance with what is set out in "GDPR UE Regulation 2016/679" concerning the protection of data of a personal nature, the Client is hereby informed and authorizes the inclusion of its personal data in the corresponding archive for which INGETEAM is responsible and which has as its aim the relationship and commercial, administrative, fiscal and marketing management, as well as communication with third parties and the commercialization of INGETEAM assets and services. The Client can exercise its rights of access, rectification, cancellation or opposition via written communication sent to INGETEAM (gdpr.italy@ingetteam.com) indicating as subject "PROTECTION OF PERSONAL DATA" and identifying himself in a correct manner. INGETEAM informs the parties that the personal data they have provided thereunder and any other personal data that they may provide in the future to INGETEAM within the framework of the service execution (e.g. name and surname, Identity Document Number, domicile, email account, etc.) shall be processed by INGETEAM (whose identification and contact details are set forth herein) for the sole purpose of facilitating the appropriate management and execution of the commercial relationship established between the parties and on the legal basis thereof. The aforementioned personal data shall solely be disclosed to those entities and/or public bodies to which it is necessary to make such disclosure in compliance with the legal obligations that INGETEAM is required to observe. In this context, it is hereby stated that the provision of the said personal data by the signatories is necessary and comprises a requirement for the same, so that any failure to provide such data and/or to make such disclosure, would make it impossible to execute the service. INGETEAM shall retain the personal data of the signatories for the time that is strictly necessary for the correct execution of the service and, where necessary, for the additional retention time that the said entity must observe in order to comply with its legal obligations. In any case, the signatories are informed that they have the right to (i) request INGETEAM for access to their personal data, as well as the right to rectification, erasure, restriction of processing and to the portability of such data or to object to processing, where appropriate, through a written request addressed to INGETEAM at email address gdpr.italy@ingetteam.com; and (ii) to lodge a complaint with the Italian Data Protection Agency or any other competent Supervisory Authority, particularly when they have not obtained satisfaction in the exercise of their rights. Whenever, the execution of the service signed by the parties requires, in view of the contents thereof, the processing of personal data on behalf of INGETEAM by the Client, the latter shall be obliged to comply with the provisions of the applicable data protection regulations, undertaking to enter into the corresponding service with INGETEAM, with the contents and scope set out in article 27 of the GDPR properly identifying itself and including the reference "LD 196/2003".

* Date(day) /..... (month) /.....(year)

* Customer's legible signature for acceptance