

1. GENERAL SALES CONDITIONS.

I. The following General Sales Conditions (GSC) are applied to all wallpapers and/or decorative panels (*wallcoverings*) sales, made by Tecnografica SpA to private consumers, firms, professionals, public entities or institutions (*Client*).

2. QUOTATION AND PURCHASE ORDER.

I. The offer is executed on demand. It is only approximated, and it is binding neither for Tecnografica SpA nor for the Customer.

II. Following Client's confirmation of the offer, Tecnografica proceeds with the Order Confirmation that specifically indicates typology, quantity, model and price of the purchased products. Orders are intended to be accepted with the sending on behalf of Tecnografica SpA of the Order Confirmation, via email or fax. Order Confirmation includes the material and the services related to the project (including graphic projects and samples for graphic and color testing) as per the offer confirmed by the Customer. The correct specification of models, dimensions, and potential cuts or openings (e.g.: doors; gaps; switches; sockets; lighting devices) is responsibility of the Client, who must carefully provide the necessary checks and measurements.

III. After sending the Order Confirmation, it is not possible to cancel or modify the purchase. Any requests for variations must be submitted in writing and clearly marked, involving a new feasibility check and a new sending of the order confirmation by Tecnografica SpA, which can decide whether to accept the requested variations at its incontestable discretion. Cancellation and/or modification of the order entail the total charge of the resulting costs.

3. LEAD TIME.

I. The delivery date displayed by Tecnografica SpA in the Order Confirmation is approximate, and it is calculated basing on the production schedule at the time of the offer. Tecnografica SpA may consider accepting targeted deliveries to meet any specific Customer requests, and also in that case additional costs are charged.

II. The delivery terms specified in the Order Confirmation may be subject to variations due to supply, production, and/or transportation issues. In that case, Tecnografica SpA will transmit the new delivery date, and the Customer cannot claim any compensation or damages when the delay does not exceed 60 working days. Delays due to unforeseen circumstances and/or force majeure are exempt from this provision.

4. INSTALLATION AND SETTING UP.

I. The installation and setting up service for the wallcovering is not included in the material purchase price and it is charged to the Customer. Tecnografica SpA is not liable for any installation defects and/or non-conformities of the wallcovering and/or its outcome resulting from the installation.

II. The Customer can ask for the installation service at the time of the initial offer request, in a clear and written form. If accepted, Tecnografica SpA will communicate the cost of this service. The preparation of the site for installation and wallcovering setup remains charged to the Customer.

III. In the case of installation being requested, Tecnografica SpA will propose the dates for the service, which must be confirmed in writing by the Customer. The Customer will be held to perform any necessary

preliminary work to prepare the wall and the environment for the installation to the highest standards. During the installation process, the Customer or a person in charge must be present on site. If the specified site conditions are not respected and/or installation is not possible, or if the Customer (or the person in charge) does not show up as agreed, Tecnografica SpA may suspend and postpone the work, by charging material, travel, and on-site presence costs anyway.

5. PRODUCT AND PRICES.

I. The Customer recognizes that the purchased products are specifically manufactured after the Order Confirmation, as per the previous Article 2.

II. Unless otherwise provided, all prices are exclusive of VAT. Usually the price list in force is applied, except for specific conditions that must be transmitted by Tecnografica SpA and accepted by the Customer.

III. The price list is updated when necessary, but it is considered expired every year. It is the responsibility of the Customer, in case of price list of a previous calendar year and without having received a written communication, to ask the company for further information. An expired price list cannot be applied.

6. PRODUCT TYPE AND INTRINSIC CHARACTERISTICS.

I. Tecnografica SpA wallcoverings consist of interior wall coverings and, as such, do not have, nor can they reproduce the physical characteristics of other products such as ceramics, tiles, paints, artwork, etc.

II. Therefore, they fall within normal tolerances and should not be considered defects of the wallcovering. For example, this includes chromatic differences in the design compared to promotional images; slight joints between wallpaper rolls, and light flaps of the wallpaper in correspondence of the baseboard, etc.

III. With the installation or setup of the wallcovering noisy work or dust may occur, which, however, are temporary and not harmful to health. Once the wallcovering is installed, there may be a residual adhesive smell in the environment for the next 12 to 24 hours.

IV. Tecnografica SpA does not guarantee the final effect of the wallcovering once it is installed, as this depends on subjective evaluations and specific objective conditions such as the environment, natural and artificial lighting, dimensions, furnishings, etc. The images of the wallcovering on Tecnografica SpA's promotional channels are purely indicative, representative and should not be used as a basis for comparison.

7. INSTALLATION CONDITIONS.

I. Tecnografica SpA wallcoverings, also for the purpose of legal guarantees, must be installed in strict compliance with the laying instructions provided with the product and, in any case, following the following guidelines:

- The wall must be completely dry.
- The wall must be perfectly smooth, plastered or levelled, without cracks or irregularities.
- When installing, the room temperature must be maintained between 15°C and 35°C.

- After installation is ended, the indoor temperature must be maintained between 15°C and 35°C for at least 72 hours, and during the same period, the rooms must remain closed to prevent air streams and temperature changes.
- The materials required for the wallcovering installation (adhesive, supports, screws, connections) must have the chemical and physical characteristics recommended by Tecnografica SpA.

8. CLAIMS AND RETURNS. WARRANTY.

- I. Any claims for visible defects must be submitted to the company's headquarters in writing (via registered letter with return receipt, fax, or email) within 8 days from the delivery of the goods, possibly together with the appropriate documentation. Claims received after the specified deadline will not be considered.
- II. Claims for manufacturing errors of the wallcovering must be reported before the products are installed. Tecnografica SpA does not take on the responsibility for the installation of incorrect or defective material and its related costs. It is duty of the Customer to check at the time of delivery that the received goods correspond to the items purchased as per the Order Confirmation.
- III. In case of a complaint about defects of the goods, Tecnografica SpA reserves the right to carry out a survey of its technical staff to check what has been contested.
- IV. Returns are not accepted unless expressly authorized by the company. In such cases, the goods must be returned to the headquarters of Tecnografica SpA.
- V. Assistance will be provided free of charge only in the case of a manufacturing error of the material.
- VI. The warranty period lasts for one year, starting from the delivery of the goods.
- VII. Except for what mentioned above, all other warranty-related issues are governed by the legal provisions in force.
- VIII. If the Customer is a consumer, the content and terms of the warranty are regulated by Legislative Decree No. 206/2005.

9. EXCLUSION OF WARRANTY.

- I. The warranty provided by Tecnografica SpA for the wallcovering sale is not applicable in cases stipulated by the Law and in the following situations:
 - Defects in the wallcovering caused by the conditions of the wall (e.g., joints, cracks, plaster irregularities).
 - Defects, scratches, or damages resulting from use.
 - Non-conformities or discolorations resulting from the use of aggressive cleaning products.
 - Consequences of maintenance, replacements, or interventions carried out by individuals not authorized by Tecnografica SpA.
 - Defects resulting from installation as per Article 4.I.
 - Defects resulting from measurement and/or indication errors by the Customer.
 - Defects resulting from the non-compliance with the installation conditions as per Article 7.
 - Claims or disputes from third parties unrelated to the sales contract.

10. SOLVE ET REPETE CLAUSE.

I. In accordance with Article 1462 of the Italian Civil Code, under no circumstances may the Customer refuse or delay the payment of the goods. Any claims regarding the delivered material do not authorize the Customer to suspend the payment of invoices, even if the order has been only partially fulfilled.

11. CONVENTIONAL INTERESTS IN CASE OF NON-PAYMENT. SUSPENSION OF ONGOING SUPPLIES.

I. In the case of delayed or pending payments, interest will be applied to Tecnografica SpA in accordance with Legislative Decree No. 231/2002.

II. In the same event, in accordance with Article 1460 of the Italian Civil Code, Tecnografica SpA may suspend the delivery of material already ordered by the Customer until full payment is made.

12. INVOICING WITH REDUCED VAT RATE.

I. The invoice with a reduced VAT rate is issued by Tecnografica S.p.A. in accordance with the regulations provided by the law if expressly requested by the Customer at the time of the offer request and after the submission of the related documents (copy of tax and identity documents; copy of the SCIA or Building Permit; Request for the application of the reduced VAT regime with Assumption of Responsibility; and Declaration of reduced VAT issued by the Municipality).

II. A necessary condition for granting the reduced rate is the contract with Tecnografica S.p.A. for the installation of the purchased products included in the reduction.

III. The Customer assumes full and absolute responsibility for the requested reduced VAT rate and agrees that, in the event of an error or a claim by third parties, they will immediately reimburse Tecnografica SpA for the amounts due for the VAT difference, penalties, and surcharges, along with related interests.

13. APPLICABLE LAW AND JURISDICTION.

I. Sales made by Tecnografica SpA, even if the Customer is a foreign entity and/or the wallcovering is intended for foreign markets, are governed by Italian law, and any controversies are subject to the jurisdiction of the Italian State under the ordinary rules of competence.