



Terms and Conditions

SKILLO SERVICE (TECHNICAL SUPPORT VIA REMOTE ACCESS) GENERAL CONTRACTUAL TERMS.

1. Subject of the contract

- 1.1. This document sets out the general terms ("Contractual terms" or "Contract") for the technical support service via remote access (hereinafter, the "Service") supplied by SmartEasy Ennova Store Srl (with registered office in Turin, Corso Sommeiller 32, tax code and Trade Register number 01217560778) to a customer company (hereinafter, the "Customer").
- 1.2. The object of the service is the provision of technical support services on user-owned devices. This document governs the relationship between SmartEasy Ennova Store Srl and the Customer.
- 1.3. SmartEasy Ennova Store Srl supplies the Service through its technological platform for technical service via remote access (hereinafter, the "Platform").

2. Service provision modalities

Customers avail themselves of the Service by accessing the Platform in digital mode using a device of their choice and the "SKILLO" APP. They may request the intervention of a highly specialised technician who – depending on the problem to be addressed – will choose the appropriate way to communicate with the customer (telephone, video chat, via remote access to the Customer device).

In particular, Customers are assisted with:

- (a) Support with the initial configuration of their devices
- (b) Check-up of the device
- (c) Software problems
- (d) Hardware problems
- (e) Back up & Restore (transferring documents, photos, address book from one device to another)

SKILLO also provides protection against the following threats:

- (a) Real time protection. The service will protect me from any viruses, spyware and malware that may be contained in apps, documents or files downloaded from the Internet.
- (b) "Cloud based" protection: ensures a prompt reaction to any new emerging threats.
- (c) Web protection full protection from phishing (identity theft) attacks.

NB: The protection service only works on devices using the Android operating system.



The KASKO option gives Customers accidental damage cover for their smart phones. I get accidental damage cover when I associate a device with SKILLO (i.e., by entering the data of my device so that it is registered with SKILLO); damage caused by oxidation or liquids is excluded.

Acceptance of the KASKO coverage for a device will be subject to a prior verification of its integrity by a SKILLO operator.

The coverage applies to one event every 12 months and there are no deductibles: when a damaging event occurs, the device will be repaired or replaced with an identical or equivalent device at the sole discretion of SmartEasy Ennova Store , and the instalments that come due during the time span from the event to the contract expiration date will have to be paid (see clauses in § 6).

3. All rights reserved and Licence of use

3.1. The Service as well as the relative copyrights and any other intellectual or industrial property rights are and will remain the exclusive property of SmartEasy Ennova Store Srl which retains all exclusive rights.

4. Privacy

4.1. In its position as Data Owner, SmartEasy Ennova Store Srl will use the personal data provided by a User only for purposes to do with the provision of the service, in accordance with the modalities specified in Legislative Decree 196/03 "Privacy Code".

4.2. SmartEasy Ennova Store Srl guarantees that its own personnel, the personnel of its suppliers and contractors will always treat any data or information they may become aware of during and/or in connection with any activities performed under this Contract as strictly confidential.

5. Period of Validity

5.1. This contract will remain in effect for one year and will be automatically extended for successive one- year periods. It may be terminated by either party with a warning of 30 days; to this end, the Customer must send a termination notice by registered letter with return receipt to ENNOVA STORE C.so Sommeiller 32 Post Code 10128 Turin, Italy.

5.2. In the event of early withdrawal, the contract provides for a penalty corresponding to the payment of the instalments still unpaid through the end of the year.

6. Catalogue and Price List

6.1. The SKILLO product line-up includes assistance and security modules; the prices quoted include VAT.



Offer valid for 1 device - Assistance only plan:

- 49 Euros - one off payment for contract activation;
- 5 Euros/month - basic mobile assistance coverage.

Offer valid for 1 device - Assistance and Kasko plan:

- 49 Euros - one off payment for contract activation;
- 14 Euros/month - basic mobile assistance + Kasko coverage.

These prices are listed in website www.skillo.it and should be regarded as “list prices”.

SmartEasy Ennova Store Srl reserves the right to grant any discounts and use any promotions of any magnitude, at its sole discretion. Information on current promotions can be found in www.skillo.it.

7. Jurisdiction

7.1. These Contractual Terms are governed by the laws of Italy.

7.2. Any dispute arising between the parties regarding the existence, validity, efficacy, interpretation and execution of this contract shall be brought before the Court of Turin.