

General Terms and Conditions Agreement

1. ORDER REQUEST FORM

The providing of the radioguides service is provided by AUDIO DOLOMITES SRL, (hereinafter referred to as "Audio Dolomites") takes place subject to the signing of this order request form and the following general conditions of use, which becomes an integral and substantial part.

2. DELIVERY AND RETURN

The Customer shall not alter the rented kit. The Customer, from the beginning of the rental period, shall assume all risks inherent to the use and custody of the rented kit, even if resulting from unforeseeable circumstances, force majeure or acts from third parties such as, but not limited to those, theft, misappropriation, loss, total or partial destruction of the kit or its components, accessories or additional equipment. With the exclusion of consumable material (e.g. disposable earphones), all rented material shall be returned in the same conditions which were when delivered.

3. DELIVERY AND RETURN

Audio Dolomites shall commit itself to inform the Customer of any delays in delivery due to force majeure or unforeseeable circumstances, becoming expressly relieved of any responsibility in the event of such delays.

At the receiving the customer shall check the conformity of the devices in number and correct functioning. Any claims or doubts must be reported immediately. Audio Dolomites shall offer all the support to the Customer to resolve any inconveniences complained. In case of delivery by hand outside the city of Trento (periphery), a flat rate surcharge may be applied for delivery/pick-up on site and it will be preliminarily communicated in the offer.

4. DURATION OF RENTING

The renting duration shall be communicated by the customer in the order request. The Customer is responsible for the kit during the entire rental period and it shall commit itself to notify Audio Dolomites immediately about any problem or anomaly occurs during the use of the devices.

Audio Dolomites will not be responsible in any case towards the Customer for interruption of services due to force majeure.

The Customer shall commit itself to return the kit punctually at the end of the service. Any days of unjustified delay shall be counted as days of service and shall be charged.

5. INVOICE

For non-Italian customers based inside or outside the European Union, the services remain exempt from VAT charge, pursuant to Article 7ter of Presidential Decree (DPR) No. 633/1972 and will be subjected only to a stamp duty of € 2.00 for amounts exceeding € 77.47.

Minimum invoiceable amount: € 40,00.

6. DAMAGE, LOSS OR THEFT

In case of damage, loss and/or theft, even if caused by third parties or resulting from unforeseeable circumstances or force majeure, the Customer shall commit itself to pay the following sums for each individual device concerned:

For damage/loss/theft of a receiver: € 70.00

For damage/loss/theft of a transmitter: € 120.00

If a lost device is found and returned within 7 days, the customer shall be entitled to be refunded of the sum paid.

7. CANCELLATION REQUEST

Cancellation of the service is possible up to 3 days prior to delivery of the requested kit by sending an e-mail to info@audiodolomites.it. In case of prepayment the sum shall be refunded. After the expiry of the mentioned deadline stipulated in the previous point, the penalty shall be 50%.

The difference of the prepayment will be refunded through the same instrument used for payment.

The change of number of devices requested should be communicated via email up to 3 days before the date of the service.

The change will be confirmed by Audio Dolomites sending a new order confirmation. After this deadline, the customer is obliged to pay the full amount agreed in the last order confirmation.

8. OTHER

For any dispute which may arise regarding the interpretation, execution or termination of these conditions, the Court of Trento shall have exclusive jurisdiction. For anything not provided for in these general conditions, please refer to the regulation coded by the Italian "Codice Civile" book.

Read, understood and accepted the agreement above.

Signature

Place and date _____, _____