

General conditions of sale

Owner

The portal www.onstat.it (redirect www.onstat.eu) is owned by Zeta Research S.r.l.

Legal and administrative headquarters

Via Caccia 8, 34129 Trieste (TS), Italia

Fiscal data

Registered at the Chamber of Commerce of Trieste Rea n.: 118955

Capital € 10.000 I.V. p.iva 01028800322

Recapiti

Telefono :+39 040 358980; [email info@zetaresearch.it](mailto:info@zetaresearch.it)

The sale of services performed by the website www.onstat.it (below <Website>) is directed to natural or legal persons such entrepreneurs, professional or others, public or private, purchasing for purposes relating to their business, to the consumer, that is the person who buys for purposes unrelated to the business activity and/or professional activity eventually performed and/or that does not provide reselling to third parties and it is regulated by the following General Conditions, according to the Italian law and in particularly to the D.Lgs. 70/2003 (<Decreto Ecommerce>) about e-commerce, to the D.Lgs. 205/2006 (<Code of Consumers>) and to the Civil Code. Before ordering services, the Customer declares that has read the General Condition and that expressly accepted them.

The General Conditions are available to the Customer throughout the Website on the page www.onstat.it/, in order to allow the storage and/or reproduction and still are sent by Zeta Research S.r.l. to Costumer, via e-mail to each order, as specified in these General Conditions. The languages for the conclusion of the Contract and for all notices related it are English and Italian.

Parts of contract

The parts of contract are the following:

- Zeta Research S.r.l.

- Customer: natural or legal persons such as entrepreneurs, professionals or others, public or private, that are identified by registering on the Website and want to proceed with the purchase of the services offered through the Website for purposes relating to their professional, trade or business activity, or the consumer, that is the person who buys for purposes unrelated to the business activity and/or professional activity eventually performed and/or that does not provide reselling to third parties and sends an order through methods set out therein.

Only individuals legally competent can order through Website. Accepting the General Conditions, the Customer declares (i) to be an adult; (ii) to have the legal capacity; (iii) that the data provided for the execution of the Contract and invoicing are true and correct.

Application and modification of the General Conditions

Zeta Research S.r.l. reserves the right to change the General Conditions by giving notice on the Website. The General Conditions applicable shall be those in force at the time of order. The latest version of the General Conditions is to be found in the relevant section of the Website.

By accessing the Website, Customers agree that they shall respect the General Conditions and Conditions of Website Use explained in the same.

Website Registration

To purchase the services offered through the Website, it is required the registration with a <username> and <password>. After the registration the Customer will receive a confirming registration email.

Any person acting on behalf of the Client shall represent and commit the Client towards Zeta Research S.r.l., because the Client is directly responsible for keeping the personal password. **Characteristics of the services**

The characteristics of the services are indicated on the Website and are referred to the date on which the order is submitted.

Prices of the services

The prices are indicated on the Website — where there is also a <price calculator> - and are referred to the date on which the order is submitted and are inclusive of VAT.

Ordering

Orders can be made only online and after registration, 24 hours on 24 and 7 days on 7. For orders received on Saturdays and Sundays, or holidays, the delivery terms shall run from h. 9.00 am on the first working day, except as provided below, however, the payments for the services ordered.

In any case, delivery terms shall run the first working day following that on which Zeta Research S.r.l. received (i) the correct compilation of the spreadsheet – as specified in the page for <Completed filling of the spreadsheet > - and (ii) the full payment for the services ordered, including the correction of the spreadsheet compiled if ordered by the Customer.

For the purchase of services, the Customer must fill out and send to Zeta Research S.r.l. the order form.

The mode of execution of the order are highlighted in the Website with explanatory text and graphics.

The validation of the order by the Customer constitutes acceptance of the General Conditions fully and unreservedly. To validate the order the Customer shall click on <Order now>.

It is possible to correct errors in the data entry before sending the order as specified in the appropriate illustrative graphics. In that case, the Customer shall follow the proper change procedure illustrated in the Website before submitting the purchase order.

In particular, the Customer can change the amount and type of Services to be purchased, adding, or deleting or adding one or more Services that are checked before the final order and choose the button option “Order now”.

If the Customer is a consumer, is given the option to cancel the order, or a part of it, even after click the button option "Order Now" and make the payment, sending a communication, not later than 24 hours from the date of placing the order, at the following fax number 040/9771050. The Customer may not exercise any right of withdrawal if Zeta Research S.r.l. has already begun the execution of the service.

Confirmation of receipt of the order and acceptance

Once the order has been submitted, the Customer will receive from Zeta Research S.r.l., on the e-mail address stated at the time of registration, a confirmation email of receiving the purchase. Subsequently, Zeta Research S.r.l. will send a second summary e-mail confirming the proposed purchase. When the Customer will receive that e-mail communication, the contract will be perfected.

Modes of payment

The payment of the services ordered should be anticipated to the delivery. Therefore, the execution from Zeta Research S.r.l. of orders received is conditional upon receipt of full payment of the price, as determined by the e-mail summary. Terms of delivery of the services run after receipt of full payment. Zeta Research S.r.l. can not therefore execute the orders for which it has not received full payment. Zeta Research S.r.l. accepts the payment only through the systems listed below:

1. Payment through PayPal service: through PayPal, the world leader in secure payments online, are accepted major credit cards and pay with PayPal Account. PayPal Account or credit cards are the method of payment more comfortable, convenient and also recommended to reduce the time of order fulfillment. The transaction takes place online through PayPal's secure systems and no information related to credit cards will be transferred to Zeta Research S.r.l. The order information is transmitted encrypted through SSL system (Secure Socket Layer) directly on the servers of PayPal which guarantee the security of data transmission according to the regulations.

2. Payment by bank transfer

Payments can be made by bank transfer, which must be sent by fax a copy to the fax number +39040358980 specified in the order. Will not be processed the order and cease to run even the terms of delivery of services, until the payment is not received, assessed and collected through the banking system.

Delivery of services

The delivery of services will be made exclusively to the e-mail destination specified in the registration form and in accordance with the timing chosen by the customer in the order that varies from 24 hours to a maximum of 25 working days. The deadlines for the delivery of services run from the date that Zeta Research S.r.l. has received the payment of the price of the ordered services. The delivery terms shall run only in the case where the data have been entered into the spreadsheet in the correct way, and then Zeta Research S.r.l. is able to execute the services ordered through the Website. Otherwise, Zeta Research S.r.l. will not take charge of the order even if the Customer has paid. In this case, the Customer will receive an e-mail with which he is invited to (i) enter the data in the correct way, such as by filling in the form <compilation instruction of the spreadsheet> published in the special section on the Website or <MY ONSTAT> or (ii) to require Zeta Research S.r.l. the implementation of this service, to which must be paid an additional price, calculated as described in the section of Order Summary. It should be noted that if the Customer opts for the solution (i) the delivery will start from the proper compilation of the spreadsheet if that period is subsequent to the receipt by Zeta Research Srl payment of the service ordered; where instead opts for the solution (ii) the delivery will commence from the date of receipt of payment also said supplementary service.

Zeta Research S.r.l. will collect any reports/complaints regarding the services ordered through complaints to the following email address: reclami@onstat.it.

Invoice

For each order made through the Website, and accepted by Zeta Research S.r.l. this will invoice the service offered, sending it via e-mail or registered mail to the Customer, in accordance with D.P.R. 445/2000 and D.Lgs. 52/2004. A copy of the invoice will also be saved in the personal customer of the page. For the issuance of the invoice will refer only to the data provided by the Customer at the moment of the order. No change in the invoice will be possible after this has been issued.

Law and jurisdiction

The contract of sale between the customer and Zeta Research Srl is concluded in Italy and governed by Italian law. For the solution of disputes arising from the conclusion of this contract, the territorial competence is exclusively that of the Court of Trieste. If the customer is consumer jurisdiction is the Court of the place of residence of the customer.

Personal data

The personal information requested during registration will be collected and treated - either manually or through automated means - in order to be able to exercise commercial activity (order processing, invoicing and commercial support to the Customer, institutional purposes) in full compliance with current regulations.

Zeta Research S.r.l. guarantees its Customers the respect of rules in order of personal data, according D.Lgs. 196/03 (<Code of Privacy>) and will not, under any circumstances, license to third parties.

The Customer may at any time access to data concerning him, update, correct, integrate, and more generally exercise the rights provided by article 7 of the D.lgs n. 196/2003, through their account on the website www.onstat.it/profile or by sending a registered letter to the legal headquarters of Zeta Research S.r.l. in Trieste — via Caccia n. 8.

The Customer may at any time change its data related to the business activities and the purchase of services, entering into the Website in the area reserved and typing the e-mail address and password and accessing to personal area

The removal from service may be effected by sending a cancellation request by fax to +39040358980. Once you have received this fax, the Customer will be immediately and automatically removed from the server Zeta Research S.r.l. and subsidiaries company or affiliates or partners.

Any refusal to provide personal information and/or to authorize its distribution as mentioned above will make impossible the business relationship.

The Customers can register their details during the process of finalizing the purchase of services.

Once the purchase the customer can decide whether to register their personal data - with the exception of data relating to their credit card and the Issuer and Credit Institute - to simplify subsequent purchases.

In this case, the data provided by the Customer will be retained by Zeta Research S.r.l. in its servers in order to facilitate subsequent operations of buying and conclusion of contracts, and will be processed solely in order to ensure a better service to the Customer and/or access to services specifically dedicated to Registered Customers.

Such information shall be the exclusive domain of Zeta Research S.r.l. Company and its affiliates

and subsidiaries company, or its business partner, in order to operate the contract, and will be managed as part of their economic activities and promotions, according to the limits set by the legal rules and ethical rules.

Solely the customer's personal data will be stored. The stored data will be related to: name, surname, date of birth, city of residence, full address, state, zip code or zip code, landline phone number, mobile phone number, place and full address, billing address, e-mail.

Such information will be kept always and only with the consent of the customer online. The data controller is Zeta Research s.r.l. with legal headquarters in Trieste, Via Caccia 8.

Trieste, 14 febbraio 2013