



Agreement Number(s):
HP:.....
Customer:.....
Effective Date:.....
Term Length

HP CUSTOMER TERMS: SUPPORT

1. **Parties.** These terms represent the agreement (“**Agreement**” or “**terms**”) that exclusively governs the purchase of support services from the HP Inc. entity identified in the signature section below (“**HP**”) by the Customer entity identified below (“**Customer**”) that the parties entered into on the signature date specified below.
2. **Orders.** “**Order**” means the accepted order including any supporting materials which the parties identify as incorporated either by attachment or by making reference (“**Supporting Material**”). Supporting Material may include (as examples) support product lists, hardware or software specifications, standard or negotiated service descriptions, technical data (as examples data sheets and updates), technical solutions (as examples specifications, and statements of work (SOWs)), warranties and service level agreements, and may be available to Customer in hard copy or by accessing a designated HP website.
3. **Scope and Order Placement.** These terms will remain in effect until its termination and may be used by Customer either for a single Order or as a framework for multiple Orders (Multiple Orders). In addition, these terms may be used on a global basis by the parties’ “**Affiliates**”, meaning any entity controlled by, controlling, or under common control with a party. The parties can confirm their agreement to these terms either by signature where indicated at the end or by referencing these terms on Orders. Customer’s Affiliates participate under these terms by placing orders which specify service delivery in the same country as the HP Affiliate accepting the Order, referencing these terms. Each HP Affiliate may include in its acceptance any additional terms or amendments to reflect local law or business practice.
4. **Order Arrangements.** This Agreement duly signed by Customer represents an essential part of Customer’s Orders that are either directly or indirectly confirming its application (i.e by making reference to this Agreement, or that have this Agreement enclosed, or that are making reference to a specific HP offer that envisages its application). Customer may place orders with HP through our website, customer-specific portal, or by letter, fax, or e-mail. Where appropriate, Orders must specify a service delivery date. If Customer extends the service delivery date of an existing Order beyond ninety (90) days, then it will be considered a new Order.
5. **Prices and Taxes.** Prices will be as quoted in writing by HP or, in the absence of a written quote, as set out on HP website, customer-specific portal, or HP published list price at the time an order is submitted to HP. Prices are exclusive of taxes, duties, levies, and fees (including installation, shipping, and handling) unless otherwise quoted. If a withholding tax is required by law, Customer has to contact the HP order representative to discuss appropriate procedures.
6. **Invoices and Payment.** Customer agrees to pay all invoiced amounts within thirty (30) days of HP’s invoice date. HP may suspend or cancel performance of open Orders or services if Customer fails to make payments when due.



Agreement Number(s):
 HP:.....
 Customer:.....
 Effective Date:.....
 Term Length

- 7 **Support Services.** HP’s support services will be described in the applicable Supporting Material , which will cover the description of HP’s offering, eligibility requirements, service limitations and Customer responsibilities, as well as the Customer systems supported.
- 8. **Eligibility.** HP’s service, support and warranty commitments do not cover claims resulting from:
 - 1. improper use, site preparation, or site or environmental conditions or other non-compliance with applicable Supporting Material;
 - 2. Modifications or improper system maintenance or calibration not performed by HP or authorized by HP;
 - 3. failure or functional limitations of any non-HP software or product impacting systems receiving HP support or service;
 - 4. malware (e.g. virus, worm, etc.) not introduced by HP; or
 - 5. abuse, negligence, accident, damages arising from chemical, physical or natural elements (e.g. fire or water damage), electrical disturbances, transportation by Customer, or other causes beyond HP’s control.
- 9. **Sub-contract.** In order to perform the services under this Agreement, HP reserves the right to subcontract, either wholly or partially, any service to other companies belonging to HP Group, and/or to any other third party. This clause has the effect of Customer’s prior authorization.
- 10. **Dependencies.** HP’s ability to deliver services will depend on Customer’s reasonable and timely cooperation and the accuracy and completeness of any information from Customer needed to deliver the services.
- 11. **Change Orders.** We each agree to appoint a project representative to serve as the principal point of contact in managing the delivery of services and in dealing with issues that may arise. Notwithstanding art. 1661 of the Italian Civil Code, any requests to change the scope of services or deliverables will require a change order signed by both parties.
- 12. **Services Performance.** Services are performed using generally recognized commercial practices and standards. Customer agrees to provide prompt notice of any such service concerns and HP will re-perform any service that fails to meet this standard.
- 13. **Intellectual Property Rights.** No transfer of ownership of any intellectual property will occur under this Agreement. Customer grants HP a non-exclusive, worldwide, royalty-free right and license to any intellectual property that is necessary for HP and its designees to perform the ordered services.
- 14. **Intellectual Property Rights Infringement.** HP will defend and/or settle any claims against Customer that allege that an HP-branded product or service as supplied under this Agreement infringes the intellectual property rights of a third party. HP will rely on Customer’s prompt notification of the claim and cooperation with our defense. HP may modify the product or service so as to be non-infringing and materially equivalent, or we may procure a license. If these options are not available, we will refund to Customer the amount paid for the affected product in the first year or the depreciated value thereafter or, for support services, the balance of any pre-paid amount or, for professional services, the



Agreement Number(s):
 HP:.....
 Customer:.....
 Effective Date:.....
 Term Length

amount paid. HP is not responsible for claims resulting from any unauthorized use of the products or services.

- 15. Confidentiality.** Information exchanged under this Agreement will be treated as confidential if identified as such at disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used for the purpose of fulfilling obligations or exercising rights under this Agreement, and shared with HP and/or and Customer employees, agents or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorized use or disclosure for 3 years from the date of receipt or (if longer) for such period as the information remains confidential. These obligations do not cover information that: i) was known or becomes known to the receiving party without obligation of confidentiality; ii) is independently developed by the receiving party; or iii) where disclosure is required by law or a governmental agency.
- 16. Personal Information.** Each party shall comply with their respective obligations under applicable data protection legislation. HP does not intend to have access to personally identifiable information (“PII”) of Customer in providing services. To the extent HP has access to Customer PII stored on a system or device of Customer, such access will likely be incidental and Customer will remain the data controller of Customer PII at all times. HP will use any PII to which it has access strictly for purposes of delivering the services ordered. The Processing of Personal Data will be compliant with the relevant law, and if performed in Italy, it will be compliant with the Legislative Decree 196/03.
- 17. Global Trade compliance.** Services provided under these terms are for Customer’s internal use and not for further commercialization. HP may suspend its performance under this Agreement to the extent required by laws applicable to either party.
- 18. Limitation of Liability.** To maximum extent permitted by law, HP’s liability to Customer under this Agreement is limited to the greater of Euro 1.000.000,00 or the amount payable by Customer to HP for the relevant Order. Except to the extent required by law, in no event will either party be liable for lost revenues or profits, systems unavailability, loss or damage of data, or indirect, special or consequential costs or damages. This clause defines the maximum liability of HP within the limitations allowable under the law applicable to the Order.
- 19. Disputes.** If Customer is dissatisfied with any services purchased under these terms and disagrees with HP’s proposed resolution, both Parties agree to promptly escalate the issue to a Vice President, or other equivalent executive in their respective organizations for an amicable resolution without prejudice to the right to later seek a legal remedy.
- 20. Legislative Decree 231/2001.**
 Customer agrees:
1. to comply with and to commit its employees, agents and delegates to comply with HP Standards of Business Conduct and its Local Addendum. Customer also declares to have examined HP Standard of Business Conduct and its Local Addendum. On this point, Customer declares to have examined the HP Standards of Business Conduct and its Local Addendum which can be find at <http://www8.hp.com/it/it/hp-information/modello231-hpi/index.html>



Agreement Number(s):
 HP:.....
 Customer:.....
 Effective Date:.....
 Term Length

2. to comply with and to commit its employees, agents and delegates to comply with the rules of Legislative Decree 231/2001 and its changes and integrations. Customer also grants to refrain and to its employees, agents or delegates to refrain from committing crimes provided by the aforementioned Legislative Decree 231/2001. On this point, Customer declares to have examined the HP “Modello Organizzativo” which also could be find at <http://www8.hp.com/it/it/hp-information/modello231-hpi/index.html>

3. Customer undertakes to inform, by prompt written notice, HP “Organismo di Vigilanza e Controllo” about any violation involving HP (also in a prospective basis) and relevant to the crimes set forth in Legislative Decree 231/2001, and subsequent amendments and integrations, or violation involving HP “Modello Organizzativo” or HP Standards of Business Conduct, which Customer has learnt - directly or indirectly (also through its employees agents or delegates) - during the execution of this Agreement. In case of non-fulfillment and/or legal proceedings attributable to Customer and arising from or connected with these obligations, which will be considered as a serious breach of this Agreement, HP reserves the right to terminate this Agreement, upon written notice, according to article 1456 of the Italian Civil Code, without prejudice to any further damages.

- 21. Waste electrical and electronic equipment.** Subject to the regulations applicable to non consumer clients, the proper recovery/recycling of waste resulting from electrical and/or electronic items arising at the Customer’s locations in the European Union will be managed by HP, provided that the waste equipment is first returned by the Customer to an HP designated collection point; it being understood that Customer is the only producer of waste under the applicable law. HP will provide addresses of these collection points when requested by the Customer. HP will only pay the recovery/recycling costs once the customers have returned the computer equipment and printing or peripheral devices to an HP designated collection point. These terms apply only to HP Branded waste whether or not a replacement product is being supplied. Related additional services such as equipment collection from the Customer’s site and data destruction can be provided on request at additional cost.
- 22. Health and Safety.** HP agrees to comply with any legal requirements stated in the Legislative Decree 81/2008 concerning the adoption of health and safety measures in workplace. According to let. B), paragraph 1 of art. 26 of Legislative Decree 81/2008, Customer agrees to provide HP with detailed information about the specific risks existing in the working environment where the activities are going to be carried out by HP and about the prevention measures and the necessary danger warnings that Customer adopts relating to his activities. Customer and HP agrees to cooperate in the implementation of prevention and protection measures against risks of accidents in workplace relating to the work activities stated in the contract; Customer must also coordinate these measures and inform HP also in order to eliminate risks due to interference between the various contractors involved in the performance of the service. In order to achieve the purposes of the previous paragraph of this Article, Customer provides in process a “Documento Unico di Valutazione dei Rischi Interferenziali” (DUVRI), which is attached to this Agreement, and sets out the measures adopted to eliminate or at least minimize the risk of interference. According to paragraph 5 of article 26 of Legislative Decree 81/2008 and unless otherwise stated in the Supporting Material, there are no fees concerning security.
- 23. Traceability of financial flows.** In the event that the Customer is awarded a public sector contract which Customer will fulfill through this Agreement, following article 3 of law No. 136/2010 and following amendments, the parties agree on assuming all the obligations set forth in this article in relation to the



Agreement Number(s):
HP:.....
Customer:.....
Effective Date:.....
Term Length

traceability of financial flows. Should the parties not to be in compliance with these obligations, this Agreement shall be considered as null and void. The parties agree to communicate to the public sector customer and to the relevant territorial Prefect’s office, possible infringements of the above mentioned obligations.

- 24. **Force Majeure.** Neither party will be liable for performance delays nor for non-performance due to causes beyond its reasonable control, except for payment obligations.
- 25. **Termination.** Either party may terminate this Agreement on written notice if the other fails to meet any material obligation and fails to remedy the breach within a reasonable period of 30 [thirty] days after being notified in writing of the details. If either party becomes insolvent, unable to pay debts when due, files for or is subject to bankruptcy or other procedures for insolvency, the other party may terminate this Agreement with immediate effect by notice served by registered letter. Any terms in this Agreement which by their nature extend beyond termination or expiration of this Agreement will remain in effect until fulfilled and will apply to both parties' respective successors and permitted assigns.
- 26. **General.** This Agreement represents our entire understanding with respect to its subject matter and supersedes any previous communication or agreements that may exist. Modifications to the Agreement will be made only through a written amendment signed by both parties. The Agreement will be governed by the laws of the country in which HP or the HP Affiliate accepting the Order has the principal place of business, excluding rules as to choice and conflict of law. For disputes arising from an Order of this Agreement, the courts of the place where HP Affiliate accepting the Order has the principal place of business will have exclusive jurisdiction, except that HP or its Affiliate may, at their option, bring suit for payment in the country where the Customer Affiliate that placed the Order is located. Customer and HP agree that the United Nations Convention on Contracts for the International Sale of Goods of 11 April 1980 will not apply. Claims arising or raised in the United States will be governed by the laws of the state of California, excluding rules as to choice and conflict of law.

Addendum: TS- Supplemental Data Sheet- (1 February 2012)

The parties confirm their agreement to these terms either by referencing them in the relevant Order or by executing below:

Signed for Customer:
[Insert signature]

By:
[Insert name]

Title:
[Insert signatory’s business title]

Customer VAT nr.
[Insert VAT]



Agreement Number(s):
HP:.....
Customer:.....
Effective Date:.....
Term Length

Customer Entity:

Date:
[Insert date]

Signed for HP:
[Insert signature]

By:
[Insert name]

Title:
[Insert signatory's business title]

HP Entity:

Date:
[Insert date]

According to articles 1341-1342 of the Italian Civil Code, Parties declare to accept the clauses provided by:

Agreement: art. 4 (Order Arrangements), art. 5 (Prices and Taxes), art. 6 (Invoices and Payment), art. 9 (Sub-contract), art. 11 (Change Orders), art. 12 (Services Performance), art. 13 (Intellectual Property Rights), art. 14 (Intellectual Property Rights Infringement), art. 15 (Confidentiality), art. 16 (Personal Information), art. 17 (Global Trade compliance), art. 18 (Limitation of Liability), art. 19 (Disputes), art. 20 (Legislative Decree 231/2001), art. 21 (Waste electrical and electronic equipment), art. 22 (Health and Safety), art. 25 (Termination), art. 26 (General: applicable law and jurisdiction).

TS-Supplemental Data Sheet: Art.1 (Return to Support, Use of Proprietary Service Tools), art.2 (Multi-vendor Support), art.3 (Site and Product Access, Loaner Units, Data Backup, Temporary Workarounds, Solution Center Caller Qualifications), art.4 (Cancellation, pricing, replacement parts).

Signed by Customer:
[Insert signature]