

LIMITED WARRANTY

COVERAGE FOR NEW EQUIPMENT. Palazzani Industrie S.p.A. ("PALAZZANI") warrants that Equipment designed, manufactured and sold by PALAZZANI, when properly used and maintained, will be free from defects in material and workmanship for a period of twelve (12) months from the date of delivery to the first retail Purchaser OR for a period of eighteen (18) months from the date of delivery to the Dealer of the EQUIPMENT OR 700 hours of use, whichever occurs first. The PALAZZANI Limited warranty is referred to herein as "the limited warranty." The Purchaser's sole and exclusive remedy under this limited warranty for defects in the Equipment shall be the supply (not installation) of a replacement part or component for the defective part or component. The supply of a replacement spare part or component does not enlarge or expand the term of this Limited Warranty on the Equipment, or on the new spare part or component.

NOT COVERED. This limited warranty does not apply to, and PALAZZANI shall have no liability or responsibility in respect of, damages or expenses relating to:

1. Any Equipment the "Incoming goods inspection and acceptance" as Exhibit 7 at the machine arrival hasn't been sent for at the machine arrival and that has not been registered with Palazzani, by filling the "Warranty Certificate" form as Exhibit 8, to activate this Limited Warranty within five (5) business days from the date of delivery of Palazzani's Dealer to the first retail Purchaser;
 2. Defects caused by the failure to use, operate, maintain or store the Equipment as specified in the maintenance manual, operation manual, or other literature supplied to or available to the Purchaser on My Palazzani QR-code sticker on the product or Palazzani's website www.palazzani.it;
 3. Defects in components and parts furnished by third-party manufacturers and distributors which are covered by separate warranties directly from the manufacturers and distributors, are available on the component manufacturer's website, product packaging or other mean of communication to the public. PALAZZANI passes on, and hereby assigns, all warranties provided by such third-party component part manufacturers and distributors to Purchaser;
 4. The labor costs for diagnostic and the replacement parts installation is not at PALAZZANI charge;
 5. Equipment, including components and systems, that has been altered, changed, or modified from factory specifications;
 6. Equipment and accessories not installed by or expressly approved by PALAZZANI;
 7. The cost to remove, disassemble or reinstall components not installed by or expressly approved by PALAZZANI that require removal to access parts covered by this limited warranty;
 8. Any EQUIPMENT that is purchased from any party other than an authorized PALAZZANI dealer;
 9. Accidents, misuse, abuse, abnormal use, improper use, negligent use, willful misconduct, routine maintenance, or lack of reasonable or proper operation, maintenance or storage;
 10. Repairs improperly performed or replacement parts or accessories not conforming to PALAZZANI's specifications;
 11. Use exceeding the recommended and permitted limits of the Equipment;
 12. Any EQUIPMENT for which the PURCHASER cannot produce documentation establishing that routine maintenance was performed;
 13. Any items that are subject to wear or consumption, or require usual and customary maintenance, including but not limited to starting batteries, crawlers, fluids, filters, belts, bulbs, fuses, mechanical, electrical and hydraulic adjustments, software settings, inspections, etc.
 14. The eventual custom expenses.
 15. Transportation costs and expenses to taking EQUIPMENT to and from an approved repair facility where warranty service will be provided;
 16. Any defect or non-conformity that has not been timely and promptly communicated in writing to PALAZZANI, and in all cases, no more than five (5) calendar days from the discovery thereof;
 17. Operation of Equipment after being involved in a mishap, and prior to proper inspection and documentation of the condition of the Equipment and approval of PALAZZANI;
 18. Cosmetic imperfections in paint, etc.
 19. Any representation or implication relating to performance characteristics;
 20. Any damage, cost or expense caused by Act of God;
- Loss of time, loss of use, inconvenience, loss of profits, lost business, lost business opportunities, damage to reputation, and any incidental or consequential damages arising out of the non-use of the Equipment, or compensation for inconvenience or loss of use while the Equipment is being repaired or otherwise not available or other matters not specifically covered hereunder.

PROCEDURE. In the event of a defect covered by this limited warranty, the Purchaser shall contact PALAZZANI or an authorized PALAZZANI dealer in writing no more than fifteen (15) days from the discovery thereof, or ten (10) days from the date it reasonably should have been discovered. To obtain a replacement part or component under this Limited Warranty, a specific and detailed claim must be in writing, reported to and received by PALAZZANI or an authorized PALAZZANI dealer in accordance with the terms of this Limited Warranty and within the applicable warranty period.

Upon receipt of the written notice of claim, PALAZZANI or an authorized PALAZZANI dealer shall have the right to inspect the Equipment. In the event of defects which are covered by this Limited Warranty, an authorized PALAZZANI dealer shall begin repairs as soon as reasonably practical. Repair methods and procedures shall be at the sole discretion of an authorized PALAZZANI dealer. PALAZZANI or the authorized dealer can ask the defected parts back for inspection, with the shipment paid by the machine owner.

DAMAGES. Except as expressly provided by this Limited Warranty, PALAZZANI SHALL NOT BE RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES ASSOCIATED WITH THE USE OF THE EQUIPMENT OR A CLAIM UNDER THIS AGREEMENT, WHETHER THE CLAIM IS BASED ON CONTRACT, TORT OR OTHERWISE. Under no circumstances shall the total liability of PALAZZANI, (including its Dealers and any parent, subsidiary and/or related entity of PALAZZANI), as well as its officers, directors, managers, employees, agents and servants) for any and all matters, causes or thing whatsoever arising out of or related to this warranty or the Equipment exceed the sales price for the Equipment. The foregoing statements of warranty are exclusive and lie of all other remedies. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply.

DISCLAIMER. Any implied warranty of merchantability or fitness for a particular purpose and all implied warranties arising from a course of dealing, usage of trade, by statute or otherwise, is hereby strictly limited to the term of this written limited warranty. This agreement shall be the sole and exclusive remedy available with respect to this Equipment. In the event of any alleged breach of any warranty or any legal action brought by any person or entity based on alleged negligence or other tortious conduct by PALAZZANI, the sole and exclusive remedy will be repair or replacement of defective materials as stated above. No dealer and no other agent or employee of PALAZZANI is authorized to modify, extend or enlarge this warranty.

TRANSFER OF LIMITED WARRANTY. This warranty is made by PALAZZANI with only first Purchaser of the Equipment and does not extend to any third parties. The unexpired portion of this limited warranty may be transferred to subsequent Purchasers only after PALAZZANI has inspected the EQUIPMENT and agrees in writing to transfer the unexpired portion of the limited warranty to a subsequent Purchaser, which permission shall not be unreasonably withheld.

This limited warranty expressly replaces all representations set forth by PALAZZANI with regard to the Equipment, including but not limited to PALAZZANI product literature, marketing materials, advertisements, and technical specifications. All terms of this limited warranty are contractual, and not mere recitals, and constitute material terms of this limited warranty.

OTHER RIGHTS. Your acceptance of delivery of the warranted EQUIPMENT constitutes your acceptance of the terms of this limited warranty. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

ENTIRE AGREEMENT. This document contains the entire Limited Warranty given by PALAZZANI in respect of the Equipment and there are no terms, promises, conditions or warranties regarding

your Equipment other than those contained herein. PALAZZANI specifically does not authorize any person to extend the time or scope of this warranty or to create or assume for PALAZZANI any other obligation or liability with respect to the Equipment.

END OF LIMITED WARRANTY.

LIMITED WARRANTY ON PARTS AND LABOUR

COVERAGE FOR NEW EQUIPMENT. Palazzani Industrie S.p.A. ("PALAZZANI") warrants that Equipment designed, manufactured and sold by PALAZZANI, when properly used and maintained, will be free from defects in material and workmanship for a period of twelve (12) months from the date of delivery to the first retail Purchaser OR for a period of eighteen (18) months from the date of delivery to the Dealer of the EQUIPMENT OR 700 hours of use, whichever occurs first. The PALAZZANI Limited warranty is referred to herein as "the limited warranty." The Purchaser's sole and exclusive remedy under this limited warranty for defects in the Equipment shall be the supply and installation (labour) of a replacement part or component for the defective part or component. The supply of a replacement spare part or component does not enlarge or expand the term of this Limited Warranty on the Equipment, or on the new spare part or component.

The cost of the labour is _____ €/hour. Transfers (time and km) are not reimbursed.

Every intervention must be fulfilled under Palazzani Industrie instructions in terms of timing and modes and prior authorised in writing by Palazzani Industrie Technical Staff.

Reimbursement claims calculated on different tariff from the one above mentioned are not accepted by Palazzani, prior a previous written agreement by Palazzani Industrie.

Dealer is requested to attend periodical training course in Palazzani Industrie's premises.

For all other aspects related to Warranty, see N A 064 A - Limited Warranty terms and conditions.

NOT COVERED. This limited warranty does not apply to, and PALAZZANI shall have no liability or responsibility in respect of, damages or expenses relating to:

1. Any Equipment the "Incoming goods inspection and acceptance" as Exhibit 7 at the machine arrival hasn't been sent for at the machine arrival and that has not been registered with Palazzani, by filling the "Warranty Certificate" form as Exhibit 8, to activate this Limited Warranty within five (5) business days from the date of delivery of Palazzani's Dealer to the first retail Purchaser;
 2. Defects caused by the failure to use, operate, maintain or store the Equipment as specified in the maintenance manual, operation manual, or other literature supplied to or available to the Purchaser on My Palazzani QR-code sticker on the product or Palazzani's website www.palazzani.it;
 3. Defects in components and parts furnished by third-party manufacturers and distributors which are covered by separate warranties directly from the manufacturers and distributors, are available on the component manufacturer's website, product packaging or other mean of communication to the public. PALAZZANI passes on, and hereby assigns, all warranties provided by such third-party component part manufacturers and distributors to Purchaser;
 4. Equipment, including components and systems, that has been altered, changed, or modified from factory specifications;
 5. Equipment and accessories not installed by or expressly approved by PALAZZANI;
 6. The cost to remove, disassemble or reinstall components not installed by or expressly approved by PALAZZANI that require removal to access parts covered by this limited warranty;
 7. Any EQUIPMENT that is purchased from any party other than an authorized PALAZZANI dealer;
 8. Accidents, misuse, abuse, abnormal use, improper use, negligent use, willful misconduct, routine maintenance, or lack of reasonable or proper operation, maintenance or storage;
 9. Repairs improperly performed or replacement parts or accessories not conforming to PALAZZANI's specifications;
 10. Use exceeding the recommended and permitted limits of the Equipment;
 11. Any EQUIPMENT for which the PURCHASER cannot produce documentation establishing that routine maintenance was performed;
 12. Any items that are subject to wear or consumption, or require usual and customary maintenance, including but not limited to starting batteries, crawlers, fluids, filters, belts, bulbs, fuses, mechanical, electrical and hydraulic adjustments, software settings, inspections, etc.
 13. The eventual custom expenses.
 14. Transportation costs and expenses to taking EQUIPMENT to and from an approved repair facility where warranty service will be provided;
 15. Any defect or non-conformity that has not been timely and promptly communicated in writing to PALAZZANI, and in all cases, no more than five (5) calendar days from the discovery thereof;
 16. Operation of Equipment after being involved in a mishap, and prior to proper inspection and documentation of the condition of the Equipment and approval of PALAZZANI;
 17. Cosmetic imperfections in paint, etc.
 18. Any representation or implication relating to performance characteristics;
 19. Any damage, cost or expense caused by Act of God;
- Loss of time, loss of use, inconvenience, loss of profits, lost business, lost business opportunities, damage to reputation, and any incidental or consequential damages arising out of the non-use of the Equipment, or compensation for inconvenience or loss of use while the Equipment is being repaired or otherwise not available or other matters not specifically covered hereunder.

PROCEDURE. In the event of a defect covered by this limited warranty, the Purchaser shall contact PALAZZANI or an authorized PALAZZANI dealer in writing no more than fifteen (15) days from the discovery thereof, or ten (10) days from the date it reasonably should have been discovered. To obtain a replacement part or component under this Limited Warranty, a specific and detailed claim must be in writing, reported to and received by PALAZZANI or an authorized PALAZZANI dealer in accordance with the terms of this Limited Warranty and within the applicable warranty period.

Upon receipt of the written notice of claim, PALAZZANI or an authorized PALAZZANI dealer shall have the right to inspect the Equipment. In the event of defects which are covered by this Limited Warranty, an authorized PALAZZANI dealer shall begin repairs as soon as reasonably practical. Repair methods and procedures shall be at the sole discretion of an authorized PALAZZANI dealer. PALAZZANI or the authorised dealer can ask the defected parts back for inspection, with the shipment paid by the machine owner.

DAMAGES. Except as expressly provided by this Limited Warranty, PALAZZANI SHALL NOT BE RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES ASSOCIATED WITH THE USE OF THE EQUIPMENT OR A CLAIM UNDER THIS AGREEMENT, WHETHER THE CLAIM IS BASED ON CONTRACT, TORT OR OTHERWISE. Under no circumstances shall the total liability of PALAZZANI, (including its Dealers and any parent, subsidiary and/or related entity of PALAZZANI), as well as its officers, directors, managers, employees, agents and servants) for any and all matters, causes or thing whatsoever arising out of or related to this warranty or the Equipment exceed the sales price for the Equipment. The foregoing statements of warranty are exclusive and lie of all other remedies. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply.

DISCLAIMER. Any implied warranty of merchantability or fitness for a particular purpose and all implied warranties arising from a course of dealing, usage of trade, by statute or otherwise, is hereby strictly limited to the term of this written limited warranty. This agreement shall be the sole and exclusive remedy available with respect to this Equipment. In the event of any alleged breach of any warranty or any legal action brought by any person or entity based on alleged negligence or other tortious conduct by PALAZZANI, the sole and exclusive remedy will be repair or replacement of defective materials as stated above. No dealer and no other agent or employee of PALAZZANI is authorized to modify, extend or enlarge this warranty.

TRANSFER OF LIMITED WARRANTY. This warranty is made by PALAZZANI with only first Purchaser of the Equipment and does not extend to any third parties. The unexpired portion of this limited warranty may be transferred to subsequent Purchasers only after PALAZZANI has inspected the EQUIPMENT and agrees in writing to transfer the unexpired portion of the limited warranty to a subsequent Purchaser, which permission shall not be unreasonably withheld.

This limited warranty expressly replaces all representations set forth by PALAZZANI with regard to the Equipment, including but not limited to PALAZZANI product literature, marketing materials, advertisements, and technical specifications. All terms of this limited warranty are contractual, and not mere recitals, and constitute material terms of this limited warranty.

OTHER RIGHTS. Your acceptance of delivery of the warranted EQUIPMENT constitutes your acceptance of the terms of this limited warranty. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

ENTIRE AGREEMENT. This document contains the entire Limited Warranty given by PALAZZANI in respect of the Equipment and there are no terms, promises, conditions or warranties regarding your Equipment other than those contained herein. PALAZZANI specifically does not authorize any person to extend the time or scope of this warranty or to create or assume for PALAZZANI any other obligation or liability with respect to the Equipment.

END OF LIMITED WARRANTY.

PALAZZANI CARE EASY

Explanatory Note

The present "Palazzani Care" post-sale conventional warranty service entitles the Owner of the Palazzani Aerial Work Platform (hereinafter referred to as AWP), as specified in the corresponding warranty activation form, to obtain repair of electrical and/or mechanical failures arising from the accidental, unforeseeable, and fortuitous breakage of one or more of the components or assemblies covered under this warranty.

The "Palazzani Care" warranty service is valid and recognised exclusively at Authorised Dealer (hereinafter AD) of Palazzani Industrie S.p.A.

MG GARANTIE GmbH (hereinafter MG) shall bear all costs solely related to the spare parts included in the service and necessary for the repair of the warranted AWP, within the limits described in Article 6.0, in accordance with all general terms and conditions, and effective from the date indicated in Section 13 of this document.

General Terms and Conditions

Art. 1.0 - Purpose of the "Palazzani Care" After-Sale Warranty

1.1 The purpose of this warranty service is the management and provision, on behalf of Palazzani, of repair and/or replacement services for the warranted parts and/or components, exclusively in cases where such intervention is required due to accidental, unforeseeable, and fortuitous breakage of said parts or components.

Art. 2.0 - Covered Failures

2.1 The failures covered under this warranty service include, and are strictly limited to, those resulting from the accidental, unforeseeable, and fortuitous breakage of one or more of the following parts or components:

Reference Devices	Conventionally Covered Parts and Components
Electronic Control Units	Machine control unit and motor control unit
Hydraulic Power Unit	Electric motor, pump (fixed and variable), distribution block (all internal mechanical components)
Electrical System	Sensors (limit switch, inductive, proximity, angular, gyroscopic, magnetic), encoder, electric pump, battery charger, inverter, DC/DC converter
Internal Combustion Engine	All Internal Components
Electric Motor	All Internal Components
Gear Motor, Hydraulic Motor	All Internal Components
Hydraulics	Distributors, lock valves, solenoid valves (ON/OFF and proportional)

2.2 The labour hours required for the replacement of spare parts shall, in all cases, be borne by the Owner of the AWP.

Art. 3.0 - Activation and Validity of the "Palazzani Care" After-Sale Warranty

3.1 For the warranty service to be valid, it must be strictly activated by Palazzani itself at the time of delivery of the AWP, using the agreed online activation procedures available in the dedicated portal accessible at www.mg-garantie.it.

Art. 4.0 - Repair Authorisation Request

4.1 All repairs to be carried out, provided they result from accidental, unforeseeable, and fortuitous breakage and are, in any case, compatible with the general warranty conditions, must be expressly authorised by MG. Otherwise, the full cost of the repair will be borne by the AWP Owner.

4.2 The Palazzani Dealer performing the intervention—either on-site or at its facility where the AWP is brought in for repair—must, where possible, submit a detailed cost estimate to Palazzani, including the following information:

- Description of the defect;
- Serial number of the AWP;
- Part number(s) of the spare parts to be replaced;
- Required direct labour hours;
- Operating hours, where available, of the AWP to be repaired.

In any case, the OWNER OF THE AWP OR THE AUTHORIZED DEALER MUST report the failure strictly within 48 hours (excluding Saturdays, Sundays, and public holidays) from the time the failure occurs, using:

e-mail: service.palift@palazzani.it

4.2.1 In cases where it is not possible to provide a detailed cost estimate, the Repairer must request authorisation for disassembly via email. MG will subsequently issue authorisation exclusively in written form.

4.3 The repair authorisation, as well as any denial, will be sent directly to the Repairer who submitted the estimate/request, using the same method and contact details provided in the original communication.

4.4 Any intervention, even for diagnostic purposes, that involves the disassembly of one or more parts without prior written authorisation from MG will void any rights to warranty-covered restoration of the AWP.

4.5 The removal and reinstallation of panels, soundproofing covers, or similar components installed to protect the warranted parts or assemblies shall not be considered unauthorised work, as such actions may be necessary for the Repairer to identify the failure and prepare the relevant cost estimate.

Art. 5.0 - Response Times and Procedures

5.1 Within the day following receipt of a request for intervention or cost estimate, MG will send a written response directly to the Repairer. Said response may include one of the following indications:

- authorisation for disassembly;
- approval for the repairs;
- notification that one of our inspectors is about to visit the site;
- a reasoned and written denial of the request.

Art. 6.0 - Service Limitations

6.1 The limit of the repair service for covered failures, throughout the lifecycle of the AWP and strictly regarding the cost of the parts to be replaced, shall be proportionally adjusted to reflect wear and tear resulting from the use of the AWP. In other words, a usage-based deduction (commonly referred to as the "Betterment Deduction") will be applied, based on the elapsed service life of the AWP:

Service Limits in the 2nd year of the AWP's life: 0% of spare parts cost borne by the Owner
Service Limits in the 3rd year of the AWP's life: 0% of spare parts cost borne by the Owner
Service Limits in the 4th year of the AWP's life: 10% of spare parts cost borne by the Owner
Service Limits in the 5th year of the AWP's life: 20% of spare parts cost borne by the Owner

6.2 The betterment deduction applied to the cost of spare parts, as expressed in the percentages listed above, shall be paid by the AWP Owner directly to MG.

6.3 In any case, the maximum financial liability undertaken by MG for each repair intervention is capped at €5,000.00 (VAT included). The overall maximum liability for the entire duration of the warranty service shall never exceed the commercial value of the warranted AWP, as assessed on the specific day, month, and year in which the repair is requested.

Art. 7.0 - Mandatory Scheduled Maintenance

7.1 The full execution of all scheduled maintenance activities for the warranted AWP, in accordance with the intervals and guidelines established by Palazzani, is a mandatory condition for the validity of this warranty service. Failure to comply will result in the nullification of the warranty.

7.2 The maximum permitted delay for performing the maintenance interventions referred to above—beyond which the warranty shall be deemed null and void—is as follows:

- 10 calendar days for time-based maintenance;
- 60 operating hours for usage-based maintenance.

7.3 All maintenance interventions performed during the warranty validity period must be clearly documented by an appropriate fiscal document (invoice) and sent to MG by email at mg@mg-garantie.de within and no later than 20 (twenty) days from the invoice issuance date.

Art. 8.0 - Grounds for Exclusion

MG shall not provide any repair service under the warranty in the following cases:

- 8.1 when the data provided in the activation form are found to be altered or incorrect;
- 8.2 when the scheduled maintenance program prescribed by Palazzani has not been followed;
- 8.3 when notice of the failure is received by MG more than 48 hours after the event causing the intervention request (excluding Saturdays, Sundays, and public holidays);
- 8.4 when, at the time of failure, the estimated damage equals or exceeds the commercial value of the warranted AWP;
- 8.5 when the failure of one or more parts or components results from the intake of fluids other than the specified fuel, or when such fluids are present within the fuel itself (specific condition for platforms equipped with internal combustion engines);
- 8.6 when the failure is caused by the use of alternative fuels and/or fuels not approved by the engine manufacturer (specific condition for platforms equipped with internal combustion engines);
- 8.7 when the failure is attributable to negligence, improper use, or lack of skill in operating the AWP;
- 8.8 when the failure is caused by the intake of solid objects (specific condition for platforms equipped with internal combustion engines);
- 8.9 when the failure results directly or indirectly from impact, collision, overturning, theft, attempted theft, fire (even partial) with or without flame development, freezing, oxidation, or overloading;
- 8.10 when the failure is caused by the incorrect or negligent installation of one or more components classified as "accessories";
- 8.11 when any disassembly of parts, even for diagnostic purposes, or any repair work is initiated without prior authorisation from MG's operations centre;
- 8.12 when the parts or components require repair or replacement due to normal wear and tear and/or normal use of the AWP;
- 8.13 when the failure or defect arises from repairs and/or maintenance that are not in compliance with Palazzani's technical requirements, or that are carried out carelessly or negligently;
- 8.14 when the downtime of the AWP or the repair work required is caused by the failure of one or more components not included in the list of covered parts;
- 8.15 when the failure results directly or indirectly from insufficient or improper lubrication due to unsuitable lubricant characteristics or inadequate lubricant quantity (lack of, insufficient, or inappropriate lubrication);
- 8.16 when the failure or malfunction is caused by encrustation, oxidation, freezing, clogging, obstructions, seepage, or fouling.

Art. 9.0 - Exclusions

9.1 Labour costs necessary for the repair of the AWP.

9.2 All components not expressly listed in the table under Section 2, including but not limited to: batteries, bushings, belts, gaskets, bulbs, fluids, lubricants, small parts, O-rings, rubber parts, plastic parts, and all items classified as consumables.

9.3 Also excluded are all direct and/or indirect damages resulting from machine downtime and/or loss of use, as well as moral damages, and any damage to persons, animals, or property.

Art. 10.0 - Owner's Obligations

10.1 The AWP Owner is responsible for informing the Repairer of the procedures to be followed when submitting a warranty repair request, as outlined in Articles 4.2 and 4.2.1.

10.2 It is the responsibility of the AWP Owner to forward, via email and within 20 (twenty) days from the invoice issuance date, a copy of the invoices related to maintenance services and/or scheduled servicing, as specified in Article 7.3.

Art. 11.0 - Personal Data Processing

MG GARANTIE GmbH, headquartered at Kronstadter Strasse 4 - 81677 München, in its capacity as the Data Controller, hereby informs the AWP Owner, holder of this warranty, that Regulation (EU) 2016/679 (GDPR) provides for the protection of individuals and other subjects with regard to the processing of personal data.

In full compliance with the above Regulation, such processing will be conducted in accordance with the principles of fairness, lawfulness, transparency, and protection of your privacy and rights.

Your personal data will be processed by MG GARANTIE GmbH using both paper and electronic means, strictly for purposes related to the management of services connected to the "Palazzani Care" post-sale warranty, for accounting and tax purposes, anonymous market analysis, and to comply with legal obligations.

The data may be disclosed, both within Italy and abroad, solely for the aforementioned purposes.

Art. 12.0 - Definitions

AWP: Palazzani Aerial Work Platform, the entire system consisting of structures, devices, and engines—whether internal combustion, electric, or hydraulic—designed to support, lift, and move the platform itself.

Component: An electrical or mechanical part that, when assembled with others, forms a device/system.

Failure: Structural, accidental, unforeseeable, and fortuitous breakdown of warranted parts or components, rendering them non-functional.

MG: MG GARANTIE GmbH; the Operations Centre that intervenes in the event of a failure and authorises and assumes responsibility for the associated repair service.

Organ (mechanical): A device composed of a set of components.

Owner: The legal entity registered as the holder of the warranted AWP.

PALAZZANI CARE COMPLETE

Explanatory Note

The present after-sale conventional warranty service, named "Palazzani Care", entitles the Owner of the Palazzani Aerial Work Platform (hereinafter referred to as AWP), as specified in the warranty activation form, to obtain the repair of failures of electrical and/or mechanical origin arising from accidental, unforeseeable, and fortuitous breakage of one or more of the components covered under this warranty.

The "Palazzani Care" warranty service is recognised and valid exclusively at the Authorised Dealer of Palazzani Industrie S.p.A. (hereinafter referred to as AD). MG GARANTIE GmbH (hereinafter referred to as MG) shall bear all costs related to the repair services required to restore functionality for failures covered under this warranty, within the limits described under Article 6.0., in accordance with the general terms and conditions, and in any case starting from the effective date indicated in Section 13 of this document.

General Terms and Conditions

Art. 1.0 - Purpose of the "Palazzani Care" After-Sale Warranty

1.1 The purpose of this warranty service is the management and provision, on behalf of Palazzani, of repair and/or replacement services for the warranted parts and/or components, exclusively in cases where such intervention is required due to accidental, unforeseeable, and fortuitous breakage of said parts or components.

Art. 2.0 - Covered Failures

2.1 The failures covered under this warranty service include, and are strictly limited to, those resulting from the accidental, unforeseeable, and fortuitous breakage of one or more of the following parts or components:

Reference Devices	Conventionally Covered Parts and Components
Electronic Control Units	Machine control unit and motor control unit
Hydraulic Power Unit	Electric motor, pump (fixed and variable), distribution block (all internal mechanical components)
Electrical System	Sensors (limit switch, inductive, proximity, angular, gyroscopic, magnetic), encoder, electric pump, battery charger, inverter, DC/DC converter
Internal Combustion Engine	All Internal Components
Electric Motor	All Internal Components
Gear Motor, Hydraulic Motor	All Internal Components
Hydraulics	Distributors, lock valves, solenoid valves (ON/OFF and proportional)

Art. 3.0 - Activation and Validity of the "Palazzani Care" After-Sale Warranty

3.1 For the warranty service to be valid, it must be strictly activated by Palazzani itself at the time of delivery of the AWP, using the agreed online activation procedures available in the dedicated portal accessible at www.mg-garantie.it.

Art. 4.0 - Repair Authorisation Request

All repairs to be carried out, provided they result from accidental, unforeseeable, and fortuitous breakage and are in any case compatible with the general warranty conditions, must be expressly authorised by MG. Otherwise, the full cost of the repair will be borne by the AWP Owner.

4.2 The Palazzani Authorised Dealer performing the intervention—either on-site or at its facility where the AWP is brought in for repair—must, where possible, submit a detailed cost estimate to Palazzani, including the following information:

- Description of the defect;
 - Serial number of the AWP;
 - Part number(s) of the spare parts to be replaced;
 - Required direct labour hours;
 - Operating hours, where available, of the AWP to be repaired.
- In any case, THE OWNER OF THE AWP OR THE AUTHORIZED DEALER MUST report the failure strictly within 48 hours (excluding Saturdays, Sundays, and public holidays) from the time the failure occurs, using:

e-mail: service.palifit@palazzani.it

4.2.1 In cases where it is not possible to provide a detailed cost estimate, the Repairer must request authorisation for disassembly via email. MG will subsequently issue authorisation exclusively in written form.

4.3 The repair authorisation, as well as any denial, will be sent directly to the Repairer who submitted the estimate/request, using the same method and contact details provided in the original communication.

4.4 Any intervention, even for diagnostic purposes, that involves the disassembly of one or more parts without prior written authorisation from MG will void any rights to warranty-covered restoration of the AWP.

4.5 The removal and reinstallation of panels, soundproofing covers, or similar components installed to protect the warranted parts or assemblies shall not be considered unauthorised work, as such actions may be necessary for the Repairer to identify the failure and prepare the relevant cost estimate.

Art. 5.0 - Response Times and Procedures

5.1 Within the day following receipt of a request for intervention or cost estimate, MG will send a written response directly to the Repairer. Said response may include one of the following indications:

- authorisation for disassembly;
- approval for the repairs;
- notification that one of our inspectors is about to visit the site;
- a reasoned and written denial of the request.

Art. 6.0 - Service Limitations

6.1 The limit of the repair service for covered failures, throughout the lifecycle of the AWP and strictly regarding the cost of the parts to be replaced, shall be proportionally adjusted to reflect wear and tear resulting from the use of the AWP. In other words, a usage-based deduction (commonly referred to as the "Betterment Deduction") will be applied, based on the elapsed service life of the AWP:

Service Limits in the 2nd year of the AWP's life: 0% of spare parts cost borne by the Owner

Service Limits in the 3rd year of the AWP's life: 0% of spare parts cost borne by the Owner

Service Limits in the 4th year of the AWP's life: 10% of spare parts cost borne by the Owner

Service Limits in the 5th year of the AWP's life: 20% of spare parts cost borne by the Owner

6.2 The betterment deduction applied to the cost of spare parts, as expressed in the percentages listed above, shall be paid by the AWP Owner directly to MG.

6.3 In any case, the maximum financial liability undertaken by MG for each repair intervention is capped at €5,000.00 (VAT included). The overall maximum liability for the entire duration of the warranty service shall never exceed the commercial value of the warranted AWP, as assessed on the specific day, month, and year in which the repair is requested.

Art. 7.0 - Mandatory Scheduled Maintenance

7.1 The full execution of all scheduled maintenance activities for the warranted AWP, in accordance with the intervals and guidelines established by Palazzani, is a mandatory condition for the validity of this warranty service. Failure to comply will result in the nullification of the warranty.

7.2 The maximum permitted delay for performing the maintenance interventions referred to above—beyond which the warranty shall be deemed null and void—is as follows:

- 10 calendar days for time-based maintenance;
- 60 operating hours for usage-based maintenance.

7.3 All maintenance interventions performed during the warranty validity period must be clearly documented by an appropriate fiscal document (invoice) and sent to MG by email at mg@mg-garantie.de within and no later than 20 (twenty) days from the invoice issuance date.

Art. 8.0 - Grounds for Exclusion

MG shall not provide any repair service under the warranty in the following cases:

- 8.1 when the data provided in the activation form are found to be altered or incorrect;
- 8.2 when the scheduled maintenance program prescribed by Palazzani has not been followed;
- 8.3 when notice of the failure is received by MG more than 48 hours after the event causing the intervention request (excluding Saturdays, Sundays, and public holidays);
- 8.4 when, at the time of failure, the estimated damage equals or exceeds the commercial value of the warranted AWP;
- 8.5 when the failure of one or more parts or components results from the intake of fluids other than the specified fuel, or when such fluids are present within the fuel itself (specific condition for platforms equipped with internal combustion engines);
- 8.6 when the failure is caused by the use of alternative fuels and/or fuels not approved by the engine manufacturer (specific condition for platforms equipped with internal combustion engines);
- 8.7 when the failure is attributable to negligence, improper use, or lack of skill in operating the AWP;
- 8.8 when the failure is caused by the intake of solid objects (specific condition for platforms equipped with internal combustion engines);
- 8.9 when the failure results directly or indirectly from impact, collision, overturning, theft, attempted theft, fire (even partial) with or without flame development, freezing, oxidation, or overloading;
- 8.10 when the failure is caused by the incorrect or negligent installation of one or more components classified as "accessories";
- 8.11 when any disassembly of parts, even for diagnostic purposes, or any repair work is initiated without prior authorisation from MG's operations centre;
- 8.12 when the parts or components require repair or replacement due to normal wear and tear and/or normal use of the AWP;
- 8.13 when the failure or defect arises from repairs and/or maintenance that are not in compliance with Palazzani's technical requirements, or that are carried out carelessly or negligently;
- 8.14 when the downtime of the AWP or the repair work required is caused by the failure of one or more components not included in the list of covered parts;
- 8.15 when the failure results directly or indirectly from insufficient or improper lubrication due to unsuitable lubricant characteristics or inadequate lubricant quantity (lack of, insufficient, or inappropriate lubrication);
- 8.16 when the failure or malfunction is caused by encrustation, oxidation, freezing, clogging, obstructions, seepage, or fouling.

Art. 9.0 - Exclusions

The following items are, and shall remain, expressly excluded from the scope of this warranty:

- 9.1 All components not explicitly listed in the table under Section 2, including but not limited to: batteries, bushings, belts, gaskets, bulbs, fluids, lubricants, small parts, O-rings, rubber parts, plastic parts, and all items classified as consumables.
- 9.2 Also expressly excluded are all direct and/or indirect damages resulting from machine downtime and/or loss of use, as well as moral damages, and any damage to persons, animals, or property.

Art. 10.0 - Owner's Obligations

10.1 The AWP Owner is responsible for informing the Repairer of the procedures to be followed when submitting a warranty repair request, as outlined in Articles 4.2 and 4.2.1.

10.2 It is the responsibility of the AWP Owner to forward, via email and within 20 (twenty) days from the invoice issuance date, a copy of the invoices related to maintenance services and/or scheduled servicing, as specified in Article 7.3.

Art. 11.0 - Personal Data Processing

MG GARANTIE GmbH, headquartered at Kronstadter Strasse 4 - 81677 München, in its capacity as the Data Controller, hereby informs the AWP Owner, holder of this warranty, that Regulation (EU) 2016/679 (GDPR) provides for the protection of individuals and other subjects with regard to the processing of personal data.

In full compliance with the above Regulation, such processing will be conducted in accordance with the principles of fairness, lawfulness, transparency, and protection of your privacy and rights.

Your personal data will be processed by MG GARANTIE GmbH using both paper and electronic means, strictly for purposes related to the management of services connected to the "Palazzani Care" post-sale warranty, for accounting and tax purposes, anonymous market analysis, and to comply with legal obligations.

The data may be disclosed, both within Italy and abroad, solely for the aforementioned purposes.

Art. 12.0 - Definitions

AWP: Palazzani Aerial Work Platform, the entire system consisting of structures, devices, and engines—whether internal combustion, electric, or hydraulic—designed to support, lift, and move the platform itself.

Component: An electrical or mechanical part that, when assembled with others, forms a device/system.

Failure: Structural, accidental, unforeseeable, and fortuitous breakdown of warranted parts or components, rendering them non-functional.

MG: MG GARANTIE GmbH; the Operations Centre that intervenes in the event of a failure and authorises and assumes responsibility for the associated repair service.

Organ (mechanical): A device composed of a set of components.

Owner: The legal entity registered as the holder of the warranted AWP.