

## PIRELLI CARE

### SUMMARY DOCUMENT OFFER TO THE PUBLIC TO BE TRANSFORMED INTO Q&A FOR WEBSITE AND APP – ITALY (PILOT LAUNCH)

#### **WHAT DOES THE PIRELLI CARE™ OFFER INCLUDE?**

The PIRELLI Care™ offer, promoted by Pirelli Tyre S.p.A. (**Pirelli**), allows those who adhere (**PIRELLI Care™ Customer**) to purchase tires bearing the brands of the Pirelli Group (**Tires**) and receive services, mainly related to the world of tires, designed to improve experience of purchasing and using the products and services offered by Pirelli for mobility, taking advantage of flexible and tailor-made offers, paying the amount due in monthly instalments without interest and/or other charges (**Monthly Amount**).

In particular, PIRELLI Care™ Customers may:

- purchase the tires most suitable for their car and their driving needs, included in a package of services chosen from a series of options proposed by PIRELLI, based on the characteristics of their car (identified on the basis of license plate, brand, model, version and year of registration) as well as the driving style and annual mileage declared; the packages are described below (**PIRELLI Care™ Packages or Packages**);
- purchase additional services, described below (**Additional Services**); this purchase will be possible only after purchasing a PIRELLI Care™ Package;
- be regularly informed about the news of the Pirelli world, including any promotions dedicated to PIRELLI Care™ customers.

#### **WHAT ARE THE TYPES OF PIRELLI™ CARE PACKAGES?**

The different types of **PIRELLI Care™ Packages** are:

- **SMART**: involves the sale of a set (4) of Tires chosen by the Customer PIRELLI Care™ on the Website, and the execution of the following accessory services: removal, fitting, balancing and reset of TPMS sensors.
- **PREMIUM**: involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website, and the execution of the services included in the Smart Package, in addition to the following additional service, to be carried out at the same time as fitting of the set of tires purchased: a visual inspection of the car.

**SUPERIOR**: involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website and the execution of the services included in the Premium Package, in addition to the following additional services, to be carried out at the same time as the fitting of the set of tires purchased: complete trim and sanitization of the car. In addition, the visual inspection of the car, complete trim and vehicle sanitization services will be repeated every time the PIRELLI Care™ Customer requests them, by booking a dedicated appointment via the App.

During the choice of one of the Packages, the PIRELLI Care™ Customer will also have the option of purchasing (with setting of the applicable price) another set of Tires (with a different seasonality from the firststones), it being understood that the fitting of the second set of Tires shall be within 8 months of fitting the first set, subject to confirmation of the purchase by the PIRELLI Care™ Customer. The accessory services described in the Smart Package will be applied to the second set of Tires.

In this case, the Package will also include the seasonal storage service for a maximum of one set of Tires at the same time, until the expiration of the Package (and therefore, until the payment plan for the second set of Tires expires). If PIRELLI Care™ Customers are interested in continuing to use the seasonal storage service, even after the expiration of the payment plan envisaged for the applicable Package, they can activate it by making a specific request as an Additional Service. For further details, refer to the appropriate paragraph.

### **WHAT ARE THE ADDITIONAL SERVICES THAT CAN BE ADDED?**

After purchasing one of the PIRELLI Care™ Packages, PIRELLI Care™ Customers will be able to add the following additional services:

- (i) extension of the tire warranty;
- (ii) seasonal storage (the latter in case the storage is not already included in the purchased package).

### **OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICES**

- **Complete trim:** consists in verifying the toe-in, camber and incidence, front and rear, with zeroing of the vehicle steering angle sensor. It is included in the Superior Package.
- **Visual inspection of the car:** consists of checking the pressure of the tires and the spare wheel, visually checking the windows, wipers, checking the efficiency of the lighting systems, checking the horn, checking the level of fluids – engine oil, coolant and wiper water – and in verifying the expiration of the inspection. It is included in the Premium Package and the Superior Package.
- **Seasonal storage:** consists of the tire storage requested through the selected dealer. It is included in the Packages if the PIRELLI Care™ Customer decides to purchase 2 sets of Tires of different seasonality. It can be selected as an Additional Service in other cases. The PIRELLI Care™ Customer can request the return of the Tires left in storage at any time.
- **Tire warranty extension:** consists of coverage, available only once, for repairable/irreparable damage on a Tire for each set purchased (the details of the coverage offered are shown in the appropriate paragraph). It can be selected as an Additional Service.
- **Reset TPMS sensors:** consists in resetting the tire pressure warning light after fitting or after the warning light on the dashboard turns on.
- **Car sanitization:** consists of the internal sanitization of the passenger compartment in order to reduce bad smells, viruses, bacteria, and dust mites. It is included in the Superior Package.

The request for services included in the PIRELLI Care™ Packages and Additional Services may only refer to the vehicle(s) indicated during the purchase procedure of the PIRELLI Care™ Package.

### **WHEN WILL THE SERVICES INCLUDED IN THE PIRELLI CARE™ OFFER BE PERFORMED?**

The services included in the PIRELLI Care™ Packages will be performed at the time of fitting the purchased Tires (the seasonal storage begins with the removal of the Tires for which storage is required and continues for the duration of the payment plan provided for the relative PIRELLI Care™ Package, it also being understood that it will cease early if the PIRELLI Care™ Customer requests the early return of the set in storage), without prejudice to that specified below.

The visual inspection of the car, complete trim and vehicle sanitization services, for choices of PIRELLI Care™ Superior Packages can be repeated whenever the PIRELLI Care™ Customer requests them, by booking a dedicated appointment via the App.

The extension of the tire warranty can be requested at any time during the validity of the PIRELLI Care™ Package, provided that the activation has not yet occurred.

### **OVERVIEW IF THE PIRELLI CARE™ CUSTOMER HAS CHOSEN THE OPTION TO PURCHASE 2 SETS OF TIRES (SUMMER + WINTER)**

If the PIRELLI Care™ Customer exercises - when purchasing the Package - the option to purchase an additional set of Tires of different seasons and requests the fitting of the second set of Tires within 8 months of installing the first set, the PIRELLI Care™ Customer will receive two separate invoices of the same amount (the amount of which will have been defined taking into account the total value of both sets of Tires):

- the first following the fitting of the first set of Tires;
- the second following the fitting of the second set of Tires.

If the PIRELLI Care™ Customer requests the fitting of the second set of Tires within 8 months from the fitting of the first set, the PIRELLI Care™ Customer will have to pay, in addition to the amount of the first invoice, also the amount of the second invoice. The payment of the amounts of the second invoice will begin after the expiration of the last instalment of the first invoice.

If the PIRELLI Care™ Customer does not request the fitting of the second set of Tires within 8 months from the fitting of the first set, after having exercised - when purchasing the Package - the option to purchase an additional set of Tires of different seasonality, the right to purchase the second set (at the price set at the time of purchase of the Package) will expire and in this case, the second invoice will not be issued. The PIRELLI Care™ Customer shall be required to pay the amounts still due relating to the first invoice, without changes.

The PIRELLI Care™ Customer can request the return of the Tires left in storage at any time. With the return, the storage obligation towards the PIRELLI Care™ Customer ceases, and the latter will not have the right to request the reactivation of the storage, but will remain required to pay the Residual Amount, which can be paid in instalments.

### **OVERVIEW OF THE EXTENSION OF THE WARRANTY**

The extension of the tire warranty (hereinafter **PIRELLI Care™ Warranty**), offers the PIRELLI Care™ Customer the possibility to request, one time only, the repair or replacement (in cases where the repair is not possible) of a Tire included in the set purchased with a PIRELLI Care™ Package, at no additional cost, in the event of accidental damage, vandalism, or fire.

The PIRELLI Care™ Warranty can be used only once and only for a Tire that is part of the set. It starts from the first fitting and has a duration equal to that of the PIRELLI Care™ Package purchased. It is not possible to purchase more than one PIRELLI Care™ Warranty per set of Tires.

The request to use the PIRELLI Care™ Warranty must be made by the PIRELLI Care™ Customer, in the manner indicated in the App.

### **WHO CAN ADHERE TO THE PIRELLI CARE™ OFFER AND HOW?**

Both natural persons and final consumers can adhere, as defined pursuant to Legislative Decree no. 206, of September 6, 2005, as amended (**Consumer Code**), and those who act for purposes related to their entrepreneurial, commercial, craft, or professional activity.

The PIRELLI Care™ offer is accessible through a dedicated website (**Website**) and a dedicated app, which can be downloaded for free from the Google Play Store and Apple Store (**App**).

The PIRELLI Care™ offer shall be adhered to on the Website through a completely digital path that will allow the PIRELLI Care™ Customer to set up the offer in just a few clicks.

PIRELLI Care™ Packages and Additional Services can only be purchased on the Website.

PIRELLI Care™ Customers can also go to the point of sale of the dealer chosen from those indicated on the Website and on the App, to receive support during the digital path in building the PIRELLI Care™ offer and in the choice that best suits their needs.

### **WHEN DOES THE PIRELLI CARE™ CUSTOMER BEGIN TO PAY, HOW MUCH AND FOR HOW LONG?**

The first Monthly Amount relating to the Packages is debited on the last day of the month following the fitting of the Tires. The monthly charges will continue for the months of duration of the relative PIRELLI Care™ Package, while that of the Additional Services will be until their termination or deactivation by the PIRELLI Care™ Customer (see the relative paragraphs).

The PIRELLI Care™ Customer will pay only the Monthly Amount relating to the PIRELLI Care™ Packages and/or the Additional Services chosen. The Monthly Amount for the instalment purchase of Tires includes the share relating to the contribution for the disposal of Tires (ELT) and VAT, which will be indicated separately on the invoice.

The duration of the PIRELLI Care™ Package will depend on the type of Tire purchased, on whether the purchase option for the second set of Tires has been selected, on the indication of the driving profile (Eco, Balanced or Sporty) and on the declaration of the average kilometers travelled per year, made by the PIRELLI Care™ customer. On the basis of the aforementioned data, Pirelli will propose to the PIRELLI Care™ Customer, at the time of formulating the relative proposal, a period of duration of the relative Package. The duration of the package coincides with the duration of the monthly payment plan.

### **CAN THE PRICES AND/OR FEATURES OF THE PIRELLI CARE™ PACKAGES OR ADDITIONAL SERVICES CHANGE?**

The prices and/or features of the PIRELLI Care™ Packages or Additional Services for sale on the Website may be subject to change without notice.

For PIRELLI Care™ Packages, the aforementioned changes will only apply for purchases made after the date of the change.

For Additional Services, any changes may be made by Pirelli during the execution of Additional Services already purchased, with notice of at least 30 days, communicated to the PIRELLI Care™ Customer by e-mail. The PIRELLI Care™ Customer may withdraw, without further charges, within 30 days following receipt of the aforementioned communication, through the procedure referred to in Article 8.4.

If the Additional Service subject of the communication consists in the storage of the tires, and the PIRELLI Care™ Customer has communicated withdrawal, the PIRELLI Care™ Customer shall collect the tires stored at the selected dealer within 30 days of sending the notice of withdrawal.

If the PIRELLI Care™ Customer shall not proceed with collection by that date, PIRELLI will have the right to charge the additional costs incurred by it for storage until the actual collection date, and, after a further 30

days, from the date on which the PIRELLI Care™ Customer could have proceeded with withdrawal. It will also have the right to arrange for the disposal of the tires, at own care but at the expense of the PIRELLI Care™ Customer, without any obligation to provide further communications.

### **WHERE ARE THE PARTICIPATING DEALERS FOUND?**

The dealers currently participating are located in the Lombardy Region, with the exception of the province of Sondrio, as well as in the provinces of Novara and Verbano Cusio Ossola (Piedmont) and Piacenza (Emilia Romagna).

### **WHAT IS THE PAYMENT METHOD ACCEPTED?**

Major credit cards. Additional prepaid or rechargeable payment instruments are not permitted

### **IS IT POSSIBLE TO DEACTIVATE THE PIRELLI CARE™ PACKAGE AND/OR ADDITIONAL SERVICES? WHAT ARE THE CONSEQUENCES?**

The PIRELLI Care™ Customer can deactivate the selected Package and/or Additional Services at any time.

In case of deactivation of a PIRELLI Care™ Package, the PIRELLI Care™ Customer will have to make the immediate payment of a total amount equal to the Monthly Amounts not yet expired of the amount of the purchased Package (**Residual Amount**). This will be done by debiting the Residual Amount on the credit card communicated by the PIRELLI Care™ Customer for the purpose of billing the Monthly Amount on the last day of the month in which the deactivation was requested.

In this case, the duration of the Package will cease with the payment of the Residual Amount and, if necessary, with the provision of the PIRELLI Care™ Customer, for collection, of any Tires in storage.

In case of deactivation of the Additional Services only, the PIRELLI Care™ Customer will no longer be charged with effect from the month following that of deactivation. The PIRELLI Care™ Customer will always have the possibility to request the purchase of Additional Packages and Services in the future.

### **WHAT HAPPENS IF THE TIRES REACH THE END OF LIFE BEFORE THE PIRELLI CARE™ PACKAGE PAYMENT PLAN OF CHOICE HAS EXPIRED?**

The PIRELLI Care™ Customer will have to continue the payment of the Monthly Amounts still due for the PIRELLI Care™ Packages.

### **WHAT HAPPENS IF THE TIRES REACH THE END OF LIFE AFTER THE PIRELLI CARE™ PACKAGE PAYMENT PLAN OF CHOICE HAS EXPIRED?**

Upon expiration of the payment plan of the selected PIRELLI Care™ Package, no other payment will be required from the PIRELLI Care™ Customer. The PIRELLI Care™ Customer will receive monthly charges only for the Additional Services that are still active and will be able to make new purchases of PIRELLI Care™ Packages and Additional Services.

### **BY ADHERING TO THE PIRELLI CARE™ OFFER, IS IT POSSIBLE TO PURCHASE ANY SIZE OF TIRES?**

Yes, you can buy Tires of any size.

## **WHO PROVIDES THE SERVICES?**

The services included in the purchased PIRELLI Care™ Packages and/or Additional Services will be provided through the dealer chosen by the PIRELLI Care™ Customer from those indicated in the appropriate section of the Website and/or App.

## **WHAT PERSONAL DATA IS REQUESTED IN THE CONTEXT OF THE PIRELLI CARE™ OFFER?**

- E-mail: requested at the beginning of the configuration process of the PIRELLI Care™ offer to allow it to be resumed from where it was interrupted, in the event of a sudden abandonment of the page. The e-mail address will be used to formulate an offer consistent with the options selected by the user and to send commercial communications, subject to optional consent.
- Driving style: it will be asked to choose a minimum of three (up to a maximum of four) from the eight available features relating to travel habits, which will result in a driving style (among 3 allowed options), which will allow Pirelli to formulate an offer consistent with the options selected by the user.
- Kilometers travelled per year: it will be asked to specify how many kilometers (in thousands) are intended to be travelled in a year, in order to allow Pirelli to formulate an offer consistent with what the user has declared.
- Car license plate: it will be asked for the license plate of the car when configuring the offer.

To purchase one of the Packages, becoming a PIRELLI Care™ Customer, it will also be required to create a valid user profile by filling in the following mandatory fields, all of which are necessary to complete the process:

- E-mail
- Name and Surname
- Passwords
- Telephone no.
- Date of birth
- Tax Code or VAT number
- Address (Street and number)
- Zip code
- City
- Province
- Country
- Method of payment: the PIRELLI Care™ Customer is required to provide the information necessary for the correct purposes of billing the Monthly Amount. Once the credit card details have been provided, the PIRELLI Care™ Customer is redirected to the respective web forms to confirm the payment data (name of the owner, credit card number, expiration date).

## **HOW TO REQUEST THE FITTING OF THE TIRES AND THE EXECUTION OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGE PURCHASED**

To request the fitting of the Tires and the execution of the services included in the PIRELLI Care™ Package purchased, the PIRELLI Care™ Customer shall select a dealer from among those indicated on the App to request an appointment. Within 30 (thirty) days from the date of confirmation of the purchase choice of the relative PIRELLI Care™ Package, the Purchaser shall select an appointment date (which may also be for a date after 30 days).

If the dealer does not respond to the PIRELLI Care™ Customer's request, the PIRELLI Care™ Customer will be contacted by customer service who will propose a different dealer.

The Purchaser undertakes to appear for the appointment at the date and time of the appointment confirmed by PIRELLI.

It will be possible to make an appointment starting from the third (3rd) calendar day with respect to the date of confirmation of the purchase choices for a PIRELLI Care™ Package.

### **WHAT IS IT POSSIBLE TO DO WITH THE APP ONCE THE PIRELLI CARE™ OFFER HAS BEEN ACTIVATED?**

Once the PIRELLI Care™ offer has been activated, through the App it will be possible to:

- request an appointment at the selected dealer and receive notifications of confirmation/modification of the time and date of the appointment;
- receive notifications on the provision of the requested services and provide feedback on the quality of the service received;
- view the driving style and the annual mileage declared at the time of purchase of the PIRELLI Care™ Package; Pirelli reserves the right, directly or through its dealers, to check the km travelled with the Tires by the PIRELLI Care™ Customer (registration of the km of the car when it is at the point of sale);
- modify the selected dealer, choosing one of those present on the Website and on the App;
- update the payment method;
- view the status of payments and payments already made to Pirelli;
- contact PIRELLI Care™ customer service for support requests;
- renounce the use of any services included in the PIRELLI Care™ Packages or Additional Services not yet used and/or request early termination thereof.

### **CAN I TRANSFER MY RIGHTS AND OBLIGATIONS RELATING TO THE TIRES AND/OR SERVICES PURCHASED TO OTHER CUSTOMERS?**

No, this is not possible.

### **WILL THE PIRELLI CARE™ OFFER INCLUDE OTHER SERVICES?**

The offer of services related to the world of mobility is expected to be expanded, such as the rental of high-end pedal assisted bicycles (Cycl-e), car valet (taking into custody and returning the vehicle to one's home after tires replaced), and others that will be communicated to PIRELLI Care™ customers from time to time.

## **WHAT IS THE PROCEDURE FOR REQUESTING AN INSPECTION OF THE TIRES PURCHASED WITH THE PIRELLI CARE™ OFFER?**

To request the inspection of one or more Tires purchased with the PIRELLI Care™ offer, it is necessary to fill in all its parts the form at the following link and send it to the e-mail address [support@pirellicare.com](mailto:support@pirellicare.com).

After sending the form, a generic appointment can be requested at a Dealer via the App, in order to verify the presence of defects or non-conformities in the Tire(s) subject to the inspection request.

## **HOW TO EXERCISE THE RIGHT OF WITHDRAWAL?**

The Consumer who intends to exercise the right of withdrawal shall fill in all its parts the form at the following link and send it - within 14 (fourteen) days following the fitting of the Tires purchased with the PIRELLI Care™ offer - to PIRELLI, in one of the following ways:

- email: [support@pirellicare.com](mailto:support@pirellicare.com)
- by FAX: to the number 800.016.614
- Registered letter with return receipt to the address:  
Pirelli Tyre S.p.A.  
c/o Contact Center  
Viale Piero e Alberto Pirelli 25 20126 – Milan  
or certified e-mail (PEC): [pirellityre.pecri@pec.pirelli.it](mailto:pirellityre.pecri@pec.pirelli.it)

The Consumer will receive from PIRELLI an e-mail confirming receipt of communication.

\*\*\* END OF DOCUMENT \*\*\*

## PIRELLI CARE

### SUMMARY DOCUMENT OFFER TO THE PUBLIC TO BE TRANSFORMED INTO Q&A FOR WEBSITE AND APP – ITALY (PILOT LAUNCH)

#### **WHAT DOES THE PIRELLI CARE™ OFFER INCLUDE?**

The PIRELLI Care™ offer, promoted by Pirelli Tyre S.p.A. (**Pirelli**), allows those who adhere (**PIRELLI Care™ Customer**) to purchase tires bearing the brands of the Pirelli Group (**Tires**) and receive services, mainly related to the world of tires, designed to improve experience of purchasing and using the products and services offered by Pirelli for mobility, taking advantage of flexible and tailor-made offers, paying the amount due in monthly instalments without interest and/or other charges (**Monthly Amount**).

In particular, PIRELLI Care™ Customers may:

- purchase the tires most suitable for their car and their driving needs, included in a package of services chosen from a series of options proposed by PIRELLI, based on the characteristics of their car (identified on the basis of license plate, brand, model, version and year of registration) as well as the driving style and annual mileage declared; the packages are described below (**PIRELLI Care™ Packages or Packages**);
- purchase additional services, described below (**Additional Services**); this purchase will be possible only after purchasing a PIRELLI Care™ Package;
- be regularly informed about the news of the Pirelli world, including any promotions dedicated to PIRELLI Care™ customers.

#### **WHO CAN ADHERE TO THE PIRELLI CARE™ OFFER AND HOW?**

Both natural persons and final consumers can adhere, as defined pursuant to Legislative Decree no. 206, of September 6, 2005, as amended (**Consumer Code**), and those who act for purposes related to their entrepreneurial, commercial, craft, or professional activity.

The PIRELLI Care™ offer is accessible through a dedicated website (**Website**) and a dedicated app, which can be downloaded for free from the Google Play Store and Apple Store (**App**).

The PIRELLI Care™ offer can be adhered to on the Website and on the App through a completely digital path that will allow the PIRELLI Care™ Customer to set up the offer in just a few clicks.

PIRELLI Care™ Packages and Additional Services can also be purchased on the Website and on the App.

PIRELLI Care™ Customers can also go to the point of sale of the dealer chosen from those indicated on the Website and on the App, to receive support during the digital path in building the PIRELLI Care™ offer and in the choice that best suits their needs.

#### **WHAT ARE THE TYPES OF PIRELLI™ CARE PACKAGES?**

The different types of **PIRELLI Care™ Packages** are:

- **SMART:** involves the sale of a set (4) of Tires chosen by the Customer PIRELLI Care™ on the Website or the dedicated App, and the execution of the following accessory services: removal, fitting, balancing and reset of TPMS sensors.
- **PREMIUM:** involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or the dedicated App, and the execution of the services included in the Smart Package,

in addition to the following additional service, to be carried out at the same time as fitting of the set of tires purchased: a visual inspection of the car.

- **SUPERIOR:** involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or the dedicated App and the execution of the services included in the Premium Package, in addition to the following additional services, to be carried out at the same time as the fitting of the set of tires purchased: complete trim and sanitization of the car. In addition, the visual inspection of the car, complete trim and vehicle sanitization services will be repeated every time the PIRELLI Care™ Customer requests them, by booking a dedicated appointment via the App.

During the choice of one of the Packages, the PIRELLI Care™ Customer will also have the option of purchasing (with setting of the applicable price) another set of Tires (with a different seasonality from the first ones), it being understood that the fitting of the second set of Tires shall be within 8 months of fitting the first set, subject to confirmation of the purchase by the PIRELLI Care™ Customer. The accessory services described in the Smart Package will be applied to the second set of Tires.

In this case, the Package will also include the seasonal storage service for a maximum of one set of Tires at the same time, until the expiration of the Package (and therefore, until the payment plan for the second set of Tires expires). If PIRELLI Care™ Customers are interested in continuing to use the seasonal storage service, even after the expiration of the payment plan envisaged for the applicable Package, they can activate it by making a specific request as an Additional Service. For further details, refer to the appropriate paragraph.

### **WHAT ARE THE ADDITIONAL SERVICES THAT CAN BE ADDED?**

After purchasing one of the PIRELLI Care™ Packages, PIRELLI Care™ Customers will be able to add the following additional services:

- (iii) extension of the tire warranty;
- (iv) seasonal storage (the latter in case the storage is not already included in the purchased package).

### **OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICES**

- **Complete trim:** consists in verifying the toe-in, camber and incidence, front and rear, with zeroing of the vehicle steering angle sensor. It is included in the Superior Package.
- **Visual inspection of the car:** consists of checking the pressure of the tires and the spare wheel, visually checking the windows, wipers, checking the efficiency of the lighting systems, checking the horn, checking the level of fluids – engine oil, coolant and wiper water – and in verifying the expiration of the inspection. It is included in the Premium Package and the Superior Package.
- **Seasonal storage:** consists of the tire storage requested through the selected dealer. It is included in the Packages if the PIRELLI Care™ Customer decides to purchase 2 sets of Tires of different seasonality. It can be selected as an Additional Service in other cases. The PIRELLI Care™ Customer can request the return of the Tires left in storage at any time.
- **Tire warranty extension:** consists of coverage, available only once, for repairable/irreparable damage on a Tire for each set purchased (the details of the coverage offered are shown in the appropriate paragraph). It can be selected as an Additional Service.
- **Reset TPMS sensors:** consists in resetting the tire pressure warning light after fitting or after the warning light on the dashboard turns on.
- **Car sanitization:** consists of the internal sanitization of the passenger compartment in order to reduce bad smells, viruses, bacteria, and dust mites. It is included in the Superior Package.

The request for services included in the PIRELLI Care™ Packages and Additional Services may only refer to the vehicle(s) indicated during the purchase procedure of the PIRELLI Care™ Package.

### **WHEN WILL THE SERVICES INCLUDED IN THE PIRELLI CARE™ OFFER BE PERFORMED?**

The services included in the PIRELLI Care™ Packages will be performed at the time of fitting the purchased Tires (the seasonal storage begins with the removal of the Tires for which storage is required and continues for the duration of the payment plan provided for the relative PIRELLI Care™ Package, it also being understood that it will cease early if the PIRELLI Care™ Customer requests the early return of the set in storage), without prejudice to that specified below.

The visual inspection of the car, complete trim and vehicle sanitization services, for choices of PIRELLI Care™ Superior Packages can be repeated whenever the PIRELLI Care™ Customer requests them, by booking a dedicated appointment via the App.

The extension of the tire warranty can be requested at any time during the validity of the PIRELLI Care™ Package, provided that the activation has not yet occurred.

### **OVERVIEW IF THE PIRELLI CARE™ CUSTOMER HAS CHOSEN THE OPTION TO PURCHASE 2 SETS OF TIRES (SUMMER + WINTER)**

If the PIRELLI Care™ Customer exercises - when purchasing the Package - the option to purchase an additional set of Tires of different seasons and requests the fitting of the second set of Tires within 8 months of installing the first set, the PIRELLI Care™ Customer will receive two separate invoices of the same amount (the amount of which will have been defined taking into account the total value of both sets of Tires):

- the first following the fitting of the first set of Tires;
- the second following the fitting of the second set of Tires.

If the PIRELLI Care™ Customer requests the fitting of the second set of Tires within 8 months from the fitting of the first set, the PIRELLI Care™ Customer will have to pay, in addition to the amount of the first invoice, also the amount of the second invoice. The payment of the amounts of the second invoice will begin after the expiration of the last instalment of the first invoice.

If the PIRELLI Care™ Customer does not request the fitting of the second set of Tires within 8 months from the fitting of the first set, after having exercised - when purchasing the Package - the option to purchase an additional set of Tires of different seasonality, the right to purchase the second set (at the price set at the time of purchase of the Package) will expire and in this case, the second invoice will not be issued. The PIRELLI Care™ Customer shall be required to pay the amounts still due relating to the first invoice, without changes.

The PIRELLI Care™ Customer can request the return of the Tires left in storage at any time. With the return, the storage obligation towards the PIRELLI Care™ Customer ceases, and the latter will not have the right to request the reactivation of the storage, but will remain required to pay the Residual Amount, which can be paid in instalments.

### **OVERVIEW OF THE EXTENSION OF THE WARRANTY**

The extension of the tire warranty (hereinafter **PIRELLI Care™ Warranty**), offers the PIRELLI Care™ Customer the possibility to request, one time only, the repair or replacement (in cases where the repair is not

possible) of a Tire included in the set purchased with a PIRELLI Care™ Package, at no additional cost, in the event of accidental damage, vandalism, or fire.

The PIRELLI Care™ Warranty can be used only once and only for a Tire that is part of the set. It starts from the first fitting and has a duration equal to that of the PIRELLI Care™ Package purchased. It is not possible to purchase more than one PIRELLI Care™ Warranty per set of Tires.

The request to use the PIRELLI Care™ Warranty must be made by the PIRELLI Care™ Customer, in the manner indicated in the App.

### **WHEN DOES THE PIRELLI CARE™ CUSTOMER BEGIN TO PAY, HOW MUCH AND FOR HOW LONG?**

The first Monthly Amount relating to the Packages is debited on the last day of the month following the fitting of the Tires. The monthly charges will continue for the months of duration of the relative PIRELLI Care™ Package, while that of the Additional Services will be until their termination or deactivation by the PIRELLI Care™ Customer (see the relative paragraphs).

The PIRELLI Care™ Customer will pay only the Monthly Amount relating to the PIRELLI Care™ Packages and/or the Additional Services chosen. The Monthly Amount for the instalment purchase of Tires includes the share relating to the contribution for the disposal of Tires (ELT) and VAT, which will be indicated separately on the invoice.

The duration of the PIRELLI Care™ Package will depend on the type of Tire purchased, on whether the purchase option for the second set of Tires has been selected, on the indication of the driving profile (Eco, Balanced or Sporty) and on the declaration of the average kilometers travelled per year, made by the PIRELLI Care™ customer. On the basis of the aforementioned data, Pirelli will propose to the PIRELLI Care™ Customer, at the time of formulating the relative proposal, a period of duration of the relative Package. The duration of the package coincides with the duration of the monthly payment plan.

### **CAN THE PRICES AND/OR FEATURES OF THE PIRELLI CARE™ PACKAGES OR ADDITIONAL SERVICES CHANGE?**

The prices and/or features of the PIRELLI Care™ Packages or Additional Services for sale on the Website or on the App may be subject to change without notice.

For PIRELLI Care™ Packages, the aforementioned changes will only apply for purchases made after the date of the change.

For Additional Services, any changes may be made by Pirelli during the execution of Additional Services already purchased, with notice of at least 30 days, communicated to the PIRELLI Care™ Customer by e-mail. The PIRELLI Care™ Customer may withdraw, without further charges, within 30 days following receipt of the aforementioned communication, through the procedure described in the general terms and conditions of sale and on the App.

If the Additional Service subject of the communication consists in the storage of the tires, and the PIRELLI Care™ Customer has communicated withdrawal, the PIRELLI Care™ Customer shall collect the tires stored at the selected dealer within 30 days of sending the notice of withdrawal.

If the PIRELLI Care™ Customer shall not proceed with collection by that date, PIRELLI will have the right to charge the additional costs incurred by it for storage of the tires until the actual collection date, and, after a further 30 days, from the date on which the PIRELLI Care™ Customer could have proceeded with withdrawal.

It will also have the right to arrange for the disposal of the tires, at own care but at the expense of the PIRELLI Care™ Customer, without any obligation to provide further communications.

### **WHERE ARE THE PARTICIPATING DEALERS FOUND?**

The dealers currently participating are located in the Lombardy Region, with the exception of the province of Sondrio, as well as in the provinces of Novara and Verbano Cusio Ossola (Piedmont) and Piacenza (Emilia Romagna).

### **WHAT IS THE PAYMENT METHOD ACCEPTED?**

Major credit cards and PayPal. Additional prepaid or rechargeable payment instruments are not permitted

### **IS IT POSSIBLE TO DEACTIVATE THE PIRELLI CARE™ PACKAGE AND/OR ADDITIONAL SERVICES? WHAT ARE THE CONSEQUENCES?**

The PIRELLI Care™ Customer can deactivate the selected Package and/or Additional Services at any time.

In case of deactivation of a PIRELLI Care™ Package, the PIRELLI Care™ Customer will have to make the immediate payment of a total amount equal to the Monthly Amounts not yet expired of the amount of the purchased Package (**Residual Amount**). This will be done by debiting the Residual Amount on the credit card communicated by the PIRELLI Care™ Customer or debiting the PayPal account for the purpose of billing the Monthly Amount on the last day of the month in which the deactivation was requested.

In this case, the duration of the Package will cease with the payment of the Residual Amount and, if necessary, with the provision of the PIRELLI Care™ Customer, for collection, of any Tires in storage.

In case of deactivation of the Additional Services only, the PIRELLI Care™ Customer will no longer be charged with effect from the month following that of deactivation. The PIRELLI Care™ Customer will always have the possibility to request the purchase of Additional Packages and Services in the future.

### **WHAT HAPPENS IF THE TIRES REACH THE END OF LIFE BEFORE THE PIRELLI CARE™ PACKAGE PAYMENT PLAN OF CHOICE HAS EXPIRED?**

The PIRELLI Care™ Customer will have to continue the payment of the Monthly Amounts still due for the PIRELLI Care™ Packages.

### **WHAT HAPPENS IF THE TIRES REACH THE END OF LIFE AFTER THE PIRELLI CARE™ PACKAGE PAYMENT PLAN OF CHOICE HAS EXPIRED?**

Upon expiration of the payment plan of the selected PIRELLI Care™ Package, no other payment will be required from the PIRELLI Care™ Customer. The PIRELLI Care™ Customer will receive monthly charges only for the Additional Services that are still active and will be able to make new purchases of PIRELLI Care™ Packages and Additional Services.

**BY ADHERING TO THE PIRELLI CARE™ OFFER, IS IT POSSIBLE TO PURCHASE ANY SIZE OF TIRES?**

Yes, you can buy Tires of any size.

**WHO PROVIDES THE SERVICES?**

The services included in the purchased PIRELLI Care™ Packages and/or Additional Services will be provided through the dealer chosen by the PIRELLI Care™ Customer from those indicated in the appropriate section of the Website and/or App.

**WHAT PERSONAL DATA IS REQUESTED IN THE CONTEXT OF THE PIRELLI CARE™ OFFER?**

- Driving style: it will be asked to choose a minimum of three (up to a maximum of four) from the eight available features relating to travel habits, which will result in a driving style (among 3 allowed options), which will allow Pirelli to formulate an offer consistent with the options selected by the user.
- Kilometers travelled per year: it will be asked to specify how many kilometers (in thousands) are intended to be travelled in a year, in order to allow Pirelli to formulate an offer consistent with what the user has declared.
- Car license plate: it will be asked for the license plate of the car when configuring the offer.

To purchase one of the Packages, becoming a PIRELLI Care™ Customer, it will also be required to create a valid user profile by filling in the following mandatory fields, all of which are necessary to complete the process:

- E-mail
- Name and Surname
- Passwords
- Telephone no.
- Date of birth
- Tax Code or VAT number
- Address (Street and number)
- Zip code
- City
- Province
- Country
- Method of payment: the PIRELLI Care™ Customer is required to provide the information necessary for the correct purposes of billing the Monthly Amount. Once the details relating to the chosen method of payment have been provided, the PIRELLI Care™ Customer is redirected to the respective web forms to confirm the payment data (name of the owner, credit card number, expiration date).

**HOW TO REQUEST THE FITTING OF THE TIRES AND THE EXECUTION OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGE PURCHASED**

To request the fitting of the Tires and the execution of the services included in the PIRELLI Care™ Package purchased, the PIRELLI Care™ Customer shall select a dealer from among those indicated on the App to request an appointment. Within 30 (thirty) days from the date of confirmation of the purchase choice of the

relative PIRELLI Care™ Package, the Purchaser shall select an appointment date (which may also be for a date after 30 days).

If the dealer does not respond to the PIRELLI Care™ Customer's request, the PIRELLI Care™ Customer will be contacted by customer service who will propose a different dealer.

The Purchaser undertakes to appear for the appointment at the date and time of the appointment confirmed by PIRELLI.

It will be possible to make an appointment starting from the third (3rd) calendar day with respect to the date of confirmation of the purchase choices for a PIRELLI Care™ Package.

### **WHAT IS IT POSSIBLE TO DO WITH THE APP ONCE THE PIRELLI CARE™ OFFER HAS BEEN ACTIVATED?**

Once the PIRELLI Care™ offer has been activated (through the Website or the App) it will be possible, solely via the App to:

- request an appointment at the selected dealer and receive notifications of confirmation/modification of the time and date of the appointment;
- receive notifications on the provision of the requested services and provide feedback on the quality of the service received;
- view the driving style and the annual mileage declared at the time of purchase of the PIRELLI Care™ Package; Pirelli reserves the right, directly or through its dealers, to check the km travelled with the Tires by the PIRELLI Care™ Customer (registration of the km of the car when it is at the point of sale);
- modify the selected dealer, choosing one of those present on the Website and on the App;
- update the payment method;
- view the status of payments and payments already made to Pirelli;
- contact PIRELLI Care™ customer service for support requests;
- renounce the use of any services included in the PIRELLI Care™ Packages or Additional Services not yet used and/or request early termination thereof.

### **CAN I TRANSFER MY RIGHTS AND OBLIGATIONS RELATING TO THE TIRES AND/OR SERVICES PURCHASED TO OTHER CUSTOMERS?**

No, this is not possible.

### **WHAT IS THE PROCEDURE FOR REQUESTING AN INSPECTION OF THE TIRES PURCHASED WITH THE PIRELLI CARE™ OFFER?**

To request the inspection of one or more Tires purchased with the PIRELLI Care™ offer, it is necessary to fill in all its parts the form [at the following link](#) and send it to the e-mail address [support@pirellicare.com](mailto:support@pirellicare.com).

After sending the form, a generic appointment can be requested at a Dealer via the App, in order to verify the presence of defects or non-conformities in the Tire(s) subject to the inspection request.

### **HOW TO EXERCISE THE RIGHT OF WITHDRAWAL?**

The Consumer who intends to exercise the right of withdrawal shall fill in all its parts the form [at the following link](#) and send it - within 14 (fourteen) days following the fitting of the Tires purchased with the PIRELLI Care™ offer - to PIRELLI, in one of the following ways:

- email: [support@pirellicare.com](mailto:support@pirellicare.com)
- by FAX: to the number 800.016.614
- Registered letter with return receipt to the address:  
Pirelli Tyre S.p.A.  
c/o Contact Center  
Viale Piero e Alberto Pirelli 25 20126 – Milan  
or certified e-mail (PEC): [pirellityre.pecri@pec.pirelli.it](mailto:pirellityre.pecri@pec.pirelli.it)

The Consumer will receive from PIRELLI an e-mail confirming receipt of communication.

\*\*\* END OF DOCUMENT \*\*\*

## PIRELLI CARE

### SUMMARY DOCUMENT RELATIVE TO OFFER TO THE PUBLIC TO BE CONVERTED INTO Q&A FOR WEBSITE AND APP – ITALY

#### **WHAT DOES THE PIRELLI CARE™ OFFER INCLUDE?**

The PIRELLI Care™ offer is designed to improve the purchasing experience and the use of products and services correlated to the world of mobility; the offer is promoted by Pirelli Tyre S.p.A. (“Pirelli”), allows those who adhere (the “**PIRELLI Care™ Customer**”) to purchase two different types of packages (jointly referred to as the “**PIRELLI Care™ Packages**”).

The first type refers to the purchase of one or more sets of 4 tires bearing Pirelli Group brands (the “**Tires**”) and the provision of certain services relating to the Tires and/or the vehicle on which such Tires are fitted, selected from a series of options proposed by PIRELLI based on the characteristics of the vehicle (identified by registration plate, brand, model, version and year of registration) as well as the declared driving style and annual mileage (the “**PIRELLI Care™ Package With Tires**”), paying a sum in monthly installments without interest and/or other charges (the “**Monthly Amount**”).

The second type refers to the purchase of a selection of services correlated to mobility, without the need to purchase Tires (the “**PIRELLI Care™ Easy Package**”), paying a fixed monthly amount (the “**Easy Package Amount**”).

The PIRELLI Care™ Customer may also: (i) purchase additional services such as "extended warranty" and "seasonal storage" (the “**Additional Services**”) as described on the Website and App (as defined below), and (ii) be regularly informed, through the App and the Website, about Pirelli's news, including any potential promotions dedicated to PIRELLI Care™ Customers

#### **WHO CAN ADHERE TO THE PIRELLI CARE™ OFFER AND HOW?**

Both natural persons and final consumers can adhere to the PIRELLI Care™ offer, as defined pursuant to Legislative Decree no. 206, of September 6, 2005, as amended (the “**Consumer Code**”), and those who act for purposes related to their entrepreneurial, commercial, craft, or professional activity.

The PIRELLI Care™ offer is accessible through a dedicated website (the “**Website**”) and a dedicated app, which can be downloaded for free from the Google Play Store and Apple Store (the “**App**”).

The PIRELLI Care™ offer can be adhered to on the Website and on the App via an entirely digital path that will allow the PIRELLI Care™ Customer to set up the offer in just a few clicks.

PIRELLI Care™ Customers can also go to the point of sale of the dealer selected from those indicated on the Website and on the App, to receive support during the digital path in building the PIRELLI Care™ offer and in the choice that best suits their needs.

#### **WHAT ARE THE TYPES OF PIRELLI™ CARE PACKAGES?**

The different types of **PIRELLI Care™ Packages** are:

PIRELLI Care™ Packages with Tires:

- **“SMART” Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App, and the execution of the following ancillary services: removal, fitting, balancing and reset of TPMS sensors.

- **"SUPERIOR" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App and the execution of the services included in the "Smart" Package, in addition to the following additional services, to be carried out at the same time as the fitting of the set of tires purchased: vehicle check-up, complete wheel alignment and sanitization of the car. Moreover, vehicle check-up services, complete wheel alignment and sanitization services will be repeated every time the PIRELLI Care™ Customer requests them, by booking a dedicated appointment via the App.

#### PIRELLI Care™ Packages without Tires

- **"EASY" Package:** this includes the following services: roadside assistance and emergency service provided by Europ Assistance Vai S.p.A., tire puncture repair, vehicle check-up and sanitization, with unlimited access. Tire puncture repair, vehicle check-up and vehicle sanitization services will be provided by Dealers at no additional cost to the PIRELLI Care™ Customer as requested by booking a dedicated appointment through the App. The puncture repair service is always linked to the declared vehicle, regardless of the brand/model/tire size.

When selecting one of the PIRELLI Care™ Packages With Tires, the PIRELLI Care™ Customer will also have the option of purchasing (fixing the applicable price) another set of Tires (with a different seasonality), it being understood that the fitting of the second set of Tires shall be within 8 months of fitting the first set, subject to confirmation of the purchase by the PIRELLI Care™ Customer. The ancillary services described in the Smart Package will be applied to the second set of Tires.

In this case, the Package shall also include a seasonal storage service for a maximum of one set of Tires at a time, until expiry of the Package (and therefore until expiry of the payment plan for the second set of Tires). If the PIRELLI Care™ Customer is interested in continuing to use the seasonal storage service, even after expiry of the payment plan for the relevant Package, this may be activated by requesting it as an Additional Service. For further details, refer to the appropriate paragraph.

#### **WHAT ARE THE ADDITIONAL SERVICES THAT CAN BE ADDED?**

After purchasing one of the PIRELLI Care™ Packages, PIRELLI Care™ Customers will be able to add the following additional services:

- (v) warranty extension on the Tire (upon purchase of a PIRELLI Care™ Tire Package);
- (vi) seasonal storage (if not already included in the purchased Package).

#### **OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICES**

It is pointed out that the request for services included in the PIRELLI Care™ Packages and Additional Services may only refer to the vehicle(s) indicated during the purchase procedure of the PIRELLI Care™ Package. For roadside assistance and emergency service (included in the ["Easy" Package](#)) please see the specific limitations correlated to the vehicle.

- **Complete wheel alignment:** this consists in verifying the toe-in, camber and castor, front and rear, with zeroing of the vehicle's steering angle sensor. It is included in the "Superior" Package.
- **Vehicle check-up:** this consists in checking the pressure of the tires fitted and the spare wheel, visually checking the windows, wipers, checking the efficiency of the lighting systems, checking the horn, checking the level of fluids – engine oil, coolant and wiper water – and in verifying the expiration of the inspection. It is included in the "Superior" Package and in the "Easy" Package.
- **Seasonal storage:** this consists in the storage of tires requested through the selected dealer and also includes fitting, dismounting, wheel balancing and TPMS sensor reset. It is included in the PIRELLI

Care™ Packages With Tires if the PIRELLI Care™ Customer decides to purchase 2 sets of Tires with different seasonality. It can be selected as an Additional Service in other cases. The PIRELLI Care™ Customer may, at any time, request the return of the tires left in storage.

- **Tire Warranty Extension:** this consists in the repair and/or replacement (in case the repair is not possible) of the Tires purchased with a PIRELLI Care™ Package With Tires, without additional costs, in case of damage due to an accidental event, occurred until expiry of the payment plan of the PIRELLI Care™ Package With Tires purchased. The maximum number of interventions offered will be equal to the number of Tires included in the Pirelli Care™ Package With Tires purchased. It can be selected as an Additional Service.
- **TPMS Sensor Reset:** this consists in resetting the tire pressure warning light after fitting or after the warning light on the dashboard turns on.
- **Car sanitization:** this consists of the internal sanitization of the passenger compartment in order to reduce bad smells, viruses, bacteria, and dust mites. It is included in the "Superior" Package and in the "Easy" Package.
- **Roadside assistance and emergency service:** this is a service provided by Europ Assistance Vai S.p.A. on the entire European territory (with the exception of emergency breakdown service, valid only in Italy). The service is limited to the car registered by the PIRELLI Care™ Customer as part of the "Easy" Package, and on condition that the same is registered in Italy with Italian license plate, with a GVWR up to 3,500 kg.  
Detailed information is included in the description of the [PIRELLI Care™ Easy Package](#) on the Website and on the App.
- **Repairable Puncture Repair:** this is a service performed regardless of the brand/model/size of the tire mounted on the car. It does not cover potential replacement with a new tire. It is included in the "Easy" Package.

#### **WHEN WILL THE SERVICES INCLUDED IN THE PIRELLI CARE™ OFFER BE PROVIDED?**

The services included in the PIRELLI Care™ Packages With Tires shall be provided at the time of fitting the purchased Tires (seasonal storage begins at the time of dismounting of the Tires for which storage is required and lasts for the duration of the payment plan provided for the relative PIRELLI Care™ Package With Tires, it also being understood that it will cease early if the PIRELLI Care™ Customer requests the early return of the stored set), except as specified below.

Vehicle check-up, complete wheel alignment and vehicle sanitization services, for "Superior" PIRELLI Care™ Package choices, and vehicle check-up and vehicle sanitization services, for "Easy" Package choices, may be repeated every time the PIRELLI Care™ Customer so requests, by booking a dedicated appointment through the App.

The extension of the warranty on the Tires may be requested at any time up to expiry of the payment plan of the PIRELLI Care™ Package with Tires purchased.

Puncture repair can be requested at any time during the validity of the "Easy" Package and can be repeated every time the PIRELLI Care™ Customer so requests, by booking a dedicated appointment through the App.

The roadside assistance and emergency service may be requested at any time during the validity of the "Easy" Package, by contacting Europ Assistance through the App.

#### **OVERVIEW IF THE PIRELLI CARE™ CUSTOMER HAS SELECTED THE OPTION TO PURCHASE 2 SETS OF TIRES (SUMMER + WINTER)**

If the PIRELLI Care™ Customer exercises - when purchasing the PIRELLI Care™ Package With Tires - the option to purchase an additional set of Tires with different seasonality and requests the fitting of the second set of Tires within 8 months of installing the first set, the PIRELLI Care™ Customer will receive two separate

invoices for the same amount (the amount of which will have been defined taking into account the total value of both sets of Tires):

- the first following the fitting of the first set of Tires;
- the second following the fitting of the second set of Tires.

If the PIRELLI Care™ Customer requests the fitting of the second set of Tires within 8 months from the fitting of the first set, the PIRELLI Care™ Customer will have to pay, in addition to the amount of the first invoice, also the amount of the second invoice. Payment of the amounts of the second invoice will begin following expiry of the last installment of the first invoice.

If the PIRELLI Care™ Customer does not request the fitting of the second set of Tires within 8 months from the fitting of the first set, after having exercised - when purchasing the Package - the option to purchase an additional set of Tires with different seasonality, the right to purchase the second set (at the price set at the time of purchase of the Package) will expire and in this case, the second invoice will not be issued. The PIRELLI Care™ Customer shall be required to pay the amounts still due relating to the first invoice, without changes.

The PIRELLI Care™ Customer may at any time request the return of the Tires left in storage. With the return, the storage obligation towards the PIRELLI Care™ Customer ceases, and the latter will not have the right to request reactivation of the storage, but will still be required to pay the Residual Amount, which can be paid in installments.

### **OVERVIEW OF THE EXTENSION OF THE WARRANTY**

The extension of the warranty on Tires (hereinafter referred to as the “**PIRELLI CARE™ Warranty**”), offers the PIRELLI Care™ Customer the possibility to request, at no additional cost, the repair and/or replacement (in the event that repair is not possible) of the Tires purchased with a PIRELLI Care™ Package With Tires, in the event of damage due to an accidental event, occurring up to the expiry of the payment plan of the PIRELLI Care™ Package With Tires purchased. It is specified that the maximum number of interventions offered by the PIRELLI Care™ Warranty shall be equal to the number of Tires included in the PIRELLI Care™ Package With Tires purchased.

The PIRELLI Care™ Warranty starts from the first installation and has the same duration as the PIRELLI Care™ Package with Tires purchased.

The request to use the PIRELLI Care™ Warranty must be made by the PIRELLI Care™ Customer, as indicated in the App.

### **WHAT IS THE DIFFERENCE BETWEEN THE EXTENDED WARRANTY AND THE PUNCTURE REPAIR SERVICE?**

The PIRELLI Care™ Warranty covers the repair or replacement of the Tires (if the repair is not possible) purchased with one of the PIRELLI Care™ Packages with Tires.

The puncture repair service refers to the repair of punctured tires, as long as the damage is repairable, and does not include the replacement of the tires. It is correlated to the purchase of a PIRELLI Care™ "Easy" Package and is provided regardless of the brand model/size of the tire mounted on the car.

### **WHEN DOES THE PIRELLI CARE™ CUSTOMER BEGIN TO PAY, HOW MUCH AND FOR HOW LONG?**

The debiting of the first Monthly Amount relative to the PIRELLI Care™ Packages With Tires takes place on the last day of the month following installation of the Tires and will continue for the months of duration of the relative PIRELLI Care™ Package With Tires.

The Debiting of the Monthly Amount for the Additional Services and/or the Easy Package Amount shall occur on the last day of the month following activation and shall continue until their termination, or deactivation by the PIRELLI Care™ Customer (see relevant paragraphs), or withdrawal by Pirelli.

The PIRELLI Care™ Customer shall pay only the Monthly Amount correlated to the PIRELLI Care™ Packages and/or the selected Additional Services and/or the Easy Package Amount in case of purchase of the PIRELLI Care™ "Easy" Package. The Monthly Amount for the purchase in installments of Tires includes the share relating to the contribution for disposal of the Tires (ELT) and VAT, which will be stated separately on the invoice. The Easy Package Amount is always inclusive of VAT, which will be stated separately on the invoice.

The duration of the PIRELLI Care™ Package With Tires will depend on the type of Tire purchased, on whether the purchase option for the second set of Tires has been selected, on the indication of the driving profile ("Eco", "Comfort" or "Sporty") and on the declaration of the average mileage traveled per year, made by the PIRELLI Care™ customer. On the basis of the aforementioned data, Pirelli will propose to the PIRELLI Care™ Customer, at the time of formulating the relative proposal, a period of duration of the relative PIRELLI Care™ Package With Tires. The duration of the PIRELLI Care™ Package With Tires coincides with the duration of the monthly payment plan.

### **CAN THE PRICES AND/OR FEATURES OF THE PIRELLI CARE™ PACKAGES OR ADDITIONAL SERVICES CHANGE?**

The prices and/or features of the PIRELLI Care™ Packages or Additional Services for sale on the Website or on the App may be subject to change without notice.

For PIRELLI Care™ Packages With Tires, the aforementioned changes will only apply for purchases made after the date of the change.

For Additional Services and for the "Easy" PIRELLI Care™ Package, any changes may be made by Pirelli during the provision of Additional Services and/or the PIRELLI Care™ Package With Tires already purchased, with notice of at least 30 days, communicated to the PIRELLI Care™ Customer by email. The PIRELLI Care™ Customer may withdraw, without further charges, within 30 days following receipt of the aforementioned communication, through the procedure described in the general terms and conditions of sale and on the App.

If the Additional Service that is the subject of the communication consists in the storage of the tires, and the PIRELLI Care™ Customer has communicated withdrawal, the PIRELLI Care™ Customer shall collect the tires stored at the selected dealer within 30 days of sending the notice of withdrawal. If the PIRELLI Care™ Customer shall not proceed with collection by that date, PIRELLI will have the right to charge the additional costs incurred by it for storage of the tires until the actual collection date, and, after a further 30 days, from the date on which the PIRELLI Care™ Customer could have proceeded with withdrawal, it will also have the right to arrange for the disposal of the tires, at its own initiative but at the expense of the PIRELLI Care™ Customer, without any obligation to provide further communications.

### **WHERE CAN THE PARTICIPATING DEALERS BE FOUND?**

You can locate participating dealers on the Website (in the "View participating dealers on map" section) and on the App.

## **WHAT IS THE ACCEPTED PAYMENT METHOD?**

Major credit cards and PayPal. Additional prepaid or rechargeable payment instruments are not permitted

## **IS IT POSSIBLE TO DEACTIVATE PIRELLI CARE™ PACKAGES AND/OR ADDITIONAL SERVICES? WHAT ARE THE CONSEQUENCES?**

The PIRELLI Care™ Customer can deactivate the selected Package and/or Additional Services at any time.

In case of deactivation of a PIRELLI Care™ Package With Tires, the PIRELLI Care™ Customer will have to make the immediate payment of a total amount equal to the Monthly Amounts not yet expired of the amount of the purchased Package ("Residual Amount"). This will be done by debiting the Residual Amount on the credit card communicated by the PIRELLI Care™ Customer or debiting the PayPal account for the purpose of billing the Monthly Amount on the last day of the month in which deactivation was requested.

In this case, the duration of the PIRELLI Care™ Package With Tires will cease with the payment of the Residual Amount and, if necessary, with the provision to the PIRELLI Care™ Customer, for collection, of any Tires in storage.

In case of deactivation of the Additional Services and/or the PIRELLI Care™ Package With Tires, the PIRELLI Care™ Customer will no longer be charged with effect from the month following that of deactivation. The PIRELLI Care™ Customer will always have the possibility to request the purchase of Additional Packages and Services in the future.

## **WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE BEFORE EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

The PIRELLI Care™ Customer will have to continue to pay the Monthly Amounts still due for the PIRELLI Care™ Packages With Tires.

## **WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE AFTER EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

Upon expiry of the payment plan of the selected PIRELLI Care™ Package With Tires, no other payment will be required from the PIRELLI Care™ Customer. The PIRELLI Care™ Customer will receive monthly charges only for the Additional Services and/or the PIRELLI Care™ "Easy" Package that are still active and will be able to make new purchases of PIRELLI Care™ Packages and Additional Services.

## **BY ADHERING TO THE PIRELLI CARE™ OFFER, IS IT POSSIBLE TO PURCHASE TIRES OF ANY SIZE?**

Yes, you can buy Tires of any size.

## **WHO PROVIDES THE SERVICES?**

The services included in the purchased PIRELLI Care™ Packages and/or Additional Services will be provided through the dealer chosen by the PIRELLI Care™ Customer from those indicated in the appropriate section of the Website and/or the App.

Roadside assistance and emergency service, included in the PIRELLI Care™ "Easy" Package, is provided through Europ Assistance Vai S.p.A.

### **WHAT PERSONAL DATA IS REQUESTED IN THE CONTEXT OF THE PIRELLI CARE™ OFFER?**

- **Driving style:** the user must select a minimum of three (up to a maximum of four) from the eight available features relating to travel habits, which will result in a driving style (among 3 allowed options), which will allow Pirelli to formulate an offer consistent with the options selected by the user.
- **Kilometers traveled per year:** the user will be asked to specify how many kilometers (in thousands) s/he intends to travel in a year, in order to allow Pirelli to formulate an offer consistent with what the user has declared.
- **Car license plate:** the user will be asked for the vehicle's license plate when configuring the offer.

To purchase one of the Packages, becoming a PIRELLI Care™ Customer, the user will also be required to create a valid user profile by filling in the following mandatory fields, all of which are necessary to complete the process:

- Email
- Name and Surname
- Password
- Telephone no.
- Date of birth
- Tax Code or VAT number
- Address (Street and number)
- Zip code
- City
- Province
- Country
- Method of payment: the PIRELLI Care™ Customer is required to provide the information necessary for the correct purposes of billing the Monthly Amount and the Easy Package Amount. Once the details relating to the selected method of payment have been provided, the PIRELLI Care™ Customer is redirected to the respective web forms to confirm the payment data (card holder name, credit card number, expiration date).

### **HOW TO REQUEST THE FITTING OF THE TIRES AND THE PROVISION OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGE WITH TIRES PURCHASED**

To request the fitting of the Tires and the provision of the services included in the PIRELLI Care™ Package With Tires purchased, the PIRELLI Care™ Customer shall select a dealer from among those indicated on the App to request an appointment. Within 30 (thirty) days from the date of confirmation of the purchase choice of the relative PIRELLI Care™ Package With Tires, the PIRELLI Care™ Customer shall select an appointment date (which may also be for a date after 30 days).

If the dealer does not respond to the PIRELLI Care™ Customer's request, the PIRELLI Care™ Customer will be contacted by customer service which will propose a different dealer.

The PIRELLI Care™ Customer undertakes to come to the appointment at the date and time of appointment confirmed by PIRELLI.

It will be possible to make an appointment starting from the third (3rd) calendar day with respect to the date of confirmation of the purchase choices for a PIRELLI Care™ Package With Tires.

**WHAT IS IT POSSIBLE TO DO WITH THE APP ONCE THE PIRELLI CARE™ OFFER HAS BEEN ACTIVATED?**

Once the PIRELLI Care™ offer has been activated (through the Website or the App) it will be possible, solely via the App to:

- make changes, where permitted, to the PIRELLI Care™ Packages and/or Additional Services;
- request an appointment at the selected dealer and receive notifications of confirmation/modification of the appointment time and date;
- receive notifications on the provision of the requested services and provide feedback on the quality of the service received;
- view the driving style and the annual mileage declared at the time of purchase of the PIRELLI Care™ Package; Pirelli reserves the right, directly or through its dealers, to check the km traveled with the Tires by the PIRELLI Care™ Customer (registration of the km of the car when it is at the point of sale);
- modify the selected dealer, choosing one of those present on the Website and on the App;
- update the payment method;
- display the status of payments made;
- contact PIRELLI Care™ customer service for support requests;
- waive the provision of the services included in the PIRELLI Care™ Packages or included in the Additional Services of which you have not yet benefited and/or request their early termination.

**CAN I TRANSFER MY RIGHTS AND OBLIGATIONS RELATING TO THE TIRES AND/OR SERVICES PURCHASED TO OTHER CUSTOMERS?**

No, this is not possible.

**WHAT IS THE PROCEDURE FOR REQUESTING AN INSPECTION OF THE TIRES PURCHASED WITH THE PIRELLI CARE™ OFFER?**

To request the inspection of one or more Tires purchased with the PIRELLI Care™ offer, it is necessary to complete the form in its entirety available via the [following link](#) and send it to the following email address [support@pirellicare.com](mailto:support@pirellicare.com).

After sending the form, a generic appointment can be requested at a Dealer via the App, in order to verify the presence of defects or non-conformities in the Tire(s) subject to the inspection request.

**HOW CAN THE RIGHT OF WITHDRAWAL BE EXERCISED?**

The Consumer who intends to exercise the right of withdrawal shall complete the form in its entirety available via the [following link](#) and send it - within 14 (fourteen) days following the fitting of the Tires purchased with the PIRELLI Care™ offer - to PIRELLI, in one of the following ways:

- email: [support@pirellicare.com](mailto:support@pirellicare.com)
- by FAX: to the number 800.016.614
- Registered letter with return receipt to the address:  
Pirelli Tyre S.p.A.  
c/o Contact Center  
Viale Piero and Alberto Pirelli, 25 20126 – Milan  
or Certified Email Address: [pirellityre.pecri@pec.pirelli.it](mailto:pirellityre.pecri@pec.pirelli.it)

The Consumer will receive an email from PIRELLI confirming receipt of communication.

\*\*\* END OF DOCUMENT \*\*\*

## PIRELLI CARE

### SUMMARY DOCUMENT RELATIVE TO OFFER TO THE PUBLIC TO BE CONVERTED INTO Q&A FOR WEBSITE AND APP – ITALY

#### **WHAT DOES THE PIRELLI CARE™ OFFER INCLUDE?**

The PIRELLI Care™ offer is designed to improve the purchasing experience and the use of products and services correlated to the world of mobility; the offer is promoted by Pirelli Tyre S.p.A. (“Pirelli”), allows those who adhere (the “**PIRELLI Care™ Customer**”) to purchase two different types of packages (jointly referred to as the “**PIRELLI Care™ Packages**”).

The first type refers to the purchase of one or more sets of 4 tires bearing Pirelli Group brands (the “**Tires**”) and the provision of certain services relating to the Tires and/or the vehicle on which such Tires are fitted, selected from a series of options proposed by PIRELLI based on the characteristics of the vehicle (identified by registration plate, brand, model, version and year of registration) as well as the declared driving style and annual mileage (the “**PIRELLI Care™ Package With Tires**”), paying a sum in monthly installments without interest and/or other charges (the “**Monthly Amount**”).

The second type refers to the purchase of a selection of services correlated to mobility, without the need to purchase Tires (the “**PIRELLI Care™ Easy Package**”), paying a fixed monthly amount (the “**Easy Package Amount**”).

The PIRELLI Care™ Customer may also: (i) purchase additional services such as "extended warranty" and "seasonal storage" (the “**Additional Services**”) as described on the Website and App (as defined below), and (iii) be regularly informed, through the App and the Website, about Pirelli's news, including any potential promotions dedicated to PIRELLI Care™ Customers

#### **WHO CAN ADHERE TO THE PIRELLI CARE™ OFFER AND HOW?**

Both natural persons and final consumers can adhere to the PIRELLI Care™ offer, as defined pursuant to Legislative Decree no. 206, of September 6, 2005, as amended (the “**Consumer Code**”), and those who act for purposes related to their entrepreneurial, commercial, craft, or professional activity.

The PIRELLI Care™ offer is accessible through a dedicated website (the “**Website**”) and a dedicated app, which can be downloaded for free from the Google Play Store and Apple Store (the “**App**”).

The PIRELLI Care™ offer can be adhered to on the Website and on the App via an entirely digital path that will allow the PIRELLI Care™ Customer to set up the offer in just a few clicks.

PIRELLI Care™ Customers can also go to the point of sale of the dealer selected from those indicated on the Website and on the App, to receive support during the digital path in building the PIRELLI Care™ offer and in the choice that best suits their needs.

#### **WHAT ARE THE TYPES OF PIRELLI™ CARE PACKAGES?**

The different types of **PIRELLI Care™ Packages** are:

PIRELLI Care™ Packages with Tires:

- **“SMART” Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App, and the execution of the following ancillary services: removal, fitting, balancing and reset of TPMS sensors.

- **"SUPERIOR" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App and the execution of the services included in the "Smart" Package, in addition to the following additional services, to be carried out at the same time as the fitting of the set of tires purchased: vehicle check-up, complete wheel alignment and sanitization of the car. Moreover, vehicle check-up services, complete wheel alignment and sanitization services will be repeated every time the PIRELLI Care™ Customer requests them, by booking a dedicated appointment via the App.

#### PIRELLI Care™ Packages without Tires

- **"EASY" Package:** this includes the following services: roadside assistance and emergency service provided by Europ Assistance Vai S.p.A., tire puncture repair, vehicle check-up and sanitization, with unlimited access. Tire puncture repair, vehicle check-up and vehicle sanitization services will be provided by Dealers at no additional cost to the PIRELLI Care™ Customer as requested by booking a dedicated appointment through the App. The puncture repair service is always linked to the declared vehicle, regardless of the brand/model/tire size.

When selecting one of the PIRELLI Care™ Packages With Tires, the PIRELLI Care™ Customer will also have the option of purchasing (fixing the applicable price) another set of Tires (with a different seasonality), it being understood that the fitting of the second set of Tires shall be within 8 months of fitting the first set, subject to confirmation of the purchase by the PIRELLI Care™ Customer. The ancillary services described in the Smart Package will be applied to the second set of Tires.

In this case, the Package shall also include a seasonal storage service for a maximum of one set of Tires at a time, until expiry of the Package (and therefore until expiry of the payment plan for the second set of Tires).

#### **WHAT ARE THE ADDITIONAL SERVICES THAT CAN BE ADDED?**

After purchasing one of the PIRELLI Care™ Packages, PIRELLI Care™ Customers will be able to add the following additional services:

- (vii) warranty extension on the Tire (upon purchase of a PIRELLI Care™ Tire Package);
- (viii) seasonal storage (if not already included in the purchased Package). Currently the seasonal storage can only be purchased together with the purchase of a PIRELLI Care™ Package With Tires.

#### **OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICES**

It is pointed out that the request for services included in the PIRELLI Care™ Packages and Additional Services may only refer to the vehicle(s) indicated during the purchase procedure of the PIRELLI Care™ Package. For roadside assistance and emergency service (included in the ["Easy" Package](#)) please see the specific limitations correlated to the vehicle.

- **Complete wheel alignment:** this consists in verifying the toe-in, camber and castor, front and rear, with zeroing of the vehicle's steering angle sensor. It is included in the "Superior" Package.
- **Vehicle check-up:** this consists in checking the pressure of the tires fitted and the spare wheel, visually checking the windows, wipers, checking the efficiency of the lighting systems, checking the horn, checking the level of fluids – engine oil, coolant and wiper water – and in verifying the expiration of the inspection. It is included in the "Superior" Package and in the "Easy" Package.
- **Seasonal storage:** this consists in the storage of tires requested through the selected dealer and also includes fitting, dismounting, wheel balancing and TPMS sensor reset. It is included in the PIRELLI Care™ Packages With Tires if the PIRELLI Care™ Customer decides to purchase 2 sets of Tires with different seasonality. Currently it can only be selected in conjunction with the purchase of one of the

PIRELLI Care™ Packages With Tires.. The PIRELLI Care™ Customer may, at any time, request the return of the tires left in storage.

- **Tire Warranty Extension:** this consists in the repair and/or replacement (in case the repair is not possible) of the Tires purchased with a PIRELLI Care™ Package With Tires, without additional costs, in case of damage due to an accidental event, occurred until expiry of the payment plan of the PIRELLI Care™ Package With Tires purchased. The maximum number of interventions offered will be equal to the number of Tires included in the Pirelli Care™ Package With Tires purchased. It can be selected as an Additional Service.
- **TPMS Sensor Reset:** this consists in resetting the tire pressure warning light after fitting or after the warning light on the dashboard turns on.
- **Car sanitization:** this consists of the internal sanitization of the passenger compartment in order to reduce bad smells, viruses, bacteria, and dust mites. It is included in the "Superior" Package and in the "Easy" Package.
- **Roadside assistance and emergency service:** this is a service provided by Europ Assistance Vai S.p.A. on the entire European territory (with the exception of emergency breakdown service, valid only in Italy). The service is limited to the car registered by the PIRELLI Care™ Customer as part of the "Easy" Package, and on condition that the same is registered in Italy with Italian license plate, with a GVWR up to 3,500 kg. Detailed information is included in the description of the [PIRELLI Care™ Easy Package](#) on the Website and on the App.
- **Repairable Puncture Repair:** this is a service performed regardless of the brand/model/size of the tire mounted on the car. It does not cover potential replacement with a new tire. It is included in the "Easy" Package.

### **WHEN WILL THE SERVICES INCLUDED IN THE PIRELLI CARE™ OFFER BE PROVIDED?**

The services included in the PIRELLI Care™ Packages With Tires shall be provided at the time of fitting the purchased Tires (seasonal storage begins at the time of dismounting of the Tires for which storage is required and lasts for the duration of the payment plan provided for the relative PIRELLI Care™ Package With Tires, it also being understood that it will cease early if the PIRELLI Care™ Customer requests the early return of the stored set), except as specified below.

Vehicle check-up, complete wheel alignment and vehicle sanitization services, for "Superior" PIRELLI Care™ Package choices, and vehicle check-up and vehicle sanitization services, for "Easy" Package choices, may be repeated every time the PIRELLI Care™ Customer so requests, by booking a dedicated appointment through the App.

The extension of the warranty on the Tires may be requested at any time up to expiry of the payment plan of the PIRELLI Care™ Package with Tires purchased.

Puncture repair can be requested at any time during the validity of the "Easy" Package and can be repeated every time the PIRELLI Care™ Customer so requests, by booking a dedicated appointment through the App.

The roadside assistance and emergency service may be requested at any time during the validity of the "Easy" Package, by contacting Europ Assistance through the App.

### **OVERVIEW IF THE PIRELLI CARE™ CUSTOMER HAS SELECTED THE OPTION TO PURCHASE 2 SETS OF TIRES (SUMMER + WINTER)**

If the PIRELLI Care™ Customer exercises - when purchasing the PIRELLI Care™ Package With Tires - the option to purchase an additional set of Tires with different seasonality and requests the fitting of the second set of Tires within 8 months of installing the first set, the PIRELLI Care™ Customer will receive two separate

invoices for the same amount (the amount of which will have been defined taking into account the total value of both sets of Tires):

- the first following the fitting of the first set of Tires;
- the second following the fitting of the second set of Tires.

If the PIRELLI Care™ Customer requests the fitting of the second set of Tires within 8 months from the fitting of the first set, the PIRELLI Care™ Customer will have to pay, in addition to the amount of the first invoice, also the amount of the second invoice. Payment of the amounts of the second invoice will begin following expiry of the last installment of the first invoice.

If the PIRELLI Care™ Customer does not request the fitting of the second set of Tires within 8 months from the fitting of the first set, after having exercised - when purchasing the Package - the option to purchase an additional set of Tires with different seasonality, the right to purchase the second set (at the price set at the time of purchase of the Package) will expire and in this case, the second invoice will not be issued. The PIRELLI Care™ Customer shall be required to pay the amounts still due relating to the first invoice, without changes.

The PIRELLI Care™ Customer may at any time request the return of the Tires left in storage. With the return, the storage obligation towards the PIRELLI Care™ Customer ceases, and the latter will not have the right to request reactivation of the storage, but will still be required to pay the Residual Amount, which can be paid in installments.

### **OVERVIEW OF THE EXTENSION OF THE WARRANTY**

The extension of the warranty on Tires (hereinafter referred to as the “**PIRELLI CARE™ Warranty**”), offers the PIRELLI Care™ Customer the possibility to request, at no additional cost, the repair and/or replacement (in the event that repair is not possible) of the Tires purchased with a PIRELLI Care™ Package With Tires, in the event of damage due to an accidental event, occurring up to the expiry of the payment plan of the PIRELLI Care™ Package With Tires purchased. It is specified that the maximum number of interventions offered by the PIRELLI Care™ Warranty shall be equal to the number of Tires included in the PIRELLI Care™ Package With Tires purchased.

The PIRELLI Care™ Warranty starts from the first installation and has the same duration as the PIRELLI Care™ Package with Tires purchased.

The request to use the PIRELLI Care™ Warranty must be made by the PIRELLI Care™ Customer, as indicated in the App.

### **WHAT IS THE DIFFERENCE BETWEEN THE EXTENDED WARRANTY AND THE PUNCTURE REPAIR SERVICE?**

The PIRELLI Care™ Warranty covers the repair or replacement of the Tires (if the repair is not possible) purchased with one of the PIRELLI Care™ Packages with Tires.

The puncture repair service refers to the repair of punctured tires, as long as the damage is repairable, and does not include the replacement of the tires. It is correlated to the purchase of a PIRELLI Care™ "Easy" Package and is provided regardless of the brand model/size of the tire mounted on the car.

### **WHEN DOES THE PIRELLI CARE™ CUSTOMER BEGIN TO PAY, HOW MUCH AND FOR HOW LONG?**

The debiting of the first Monthly Amount relative to the PIRELLI Care™ Packages With Tires takes place on the last day of the month following installation of the Tires and will continue for the months of duration of the relative PIRELLI Care™ Package With Tires.

The Debiting of the Monthly Amount for the Additional Services and/or the Easy Package Amount shall occur on the last day of the month following activation and shall continue until their termination, or deactivation by the PIRELLI Care™ Customer (see relevant paragraphs), or withdrawal by Pirelli.

The PIRELLI Care™ Customer shall pay only the Monthly Amount correlated to the PIRELLI Care™ Packages and/or the selected Additional Services and/or the Easy Package Amount in case of purchase of the PIRELLI Care™ "Easy" Package. The Monthly Amount for the purchase in installments of Tires includes the share relating to the contribution for disposal of the Tires (ELT) and VAT, which will be stated separately on the invoice. The Easy Package Amount is always inclusive of VAT, which will be stated separately on the invoice.

The duration of the PIRELLI Care™ Package With Tires will depend on the type of Tire purchased, on whether the purchase option for the second set of Tires has been selected, on the indication of the driving profile ("Eco", "Comfort" or "Sporty") and on the declaration of the average mileage traveled per year, made by the PIRELLI Care™ customer. On the basis of the aforementioned data, Pirelli will propose to the PIRELLI Care™ Customer, at the time of formulating the relative proposal, a period of duration of the relative PIRELLI Care™ Package With Tires. The duration of the PIRELLI Care™ Package With Tires coincides with the duration of the monthly payment plan.

### **CAN THE PRICES AND/OR FEATURES OF THE PIRELLI CARE™ PACKAGES OR ADDITIONAL SERVICES CHANGE?**

The prices and/or features of the PIRELLI Care™ Packages or Additional Services for sale on the Website or on the App may be subject to change without notice.

For PIRELLI Care™ Packages With Tires, the aforementioned changes will only apply for purchases made after the date of the change.

For Additional Services and for the "Easy" PIRELLI Care™ Package, any changes may be made by Pirelli during the provision of Additional Services and/or the PIRELLI Care™ Package With Tires already purchased, with notice of at least 30 days, communicated to the PIRELLI Care™ Customer by email. The PIRELLI Care™ Customer may withdraw, without further charges, within 30 days following receipt of the aforementioned communication, through the procedure described in the general terms and conditions of sale and on the App.

If the Additional Service that is the subject of the communication consists in the storage of the tires, and the PIRELLI Care™ Customer has communicated withdrawal, the PIRELLI Care™ Customer shall collect the tires stored at the selected dealer within 30 days of sending the notice of withdrawal. If the PIRELLI Care™ Customer shall not proceed with collection by that date, PIRELLI will have the right to charge the additional costs incurred by it for storage of the tires until the actual collection date, and, after a further 30 days, from the date on which the PIRELLI Care™ Customer could have proceeded with withdrawal, it will also have the right to arrange for the disposal of the tires, at its own initiative but at the expense of the PIRELLI Care™ Customer, without any obligation to provide further communications.

### **WHERE CAN THE PARTICIPATING DEALERS BE FOUND?**

You can locate participating dealers on the Website (in the "View participating dealers on map" section) and on the App.

## **WHAT IS THE ACCEPTED PAYMENT METHOD?**

Major credit cards and PayPal. Additional prepaid or rechargeable payment instruments are not permitted

## **IS IT POSSIBLE TO DEACTIVATE PIRELLI CARE™ PACKAGES AND/OR ADDITIONAL SERVICES? WHAT ARE THE CONSEQUENCES?**

The PIRELLI Care™ Customer can deactivate the selected Package and/or Additional Services at any time.

In case of deactivation of a PIRELLI Care™ Package With Tires, the PIRELLI Care™ Customer will have to make the immediate payment of a total amount equal to the Monthly Amounts not yet expired of the amount of the purchased Package ("Residual Amount"). This will be done by debiting the Residual Amount on the credit card communicated by the PIRELLI Care™ Customer or debiting the PayPal account for the purpose of billing the Monthly Amount on the last day of the month in which deactivation was requested.

In this case, the duration of the PIRELLI Care™ Package With Tires will cease with the payment of the Residual Amount and, if necessary, with the provision to the PIRELLI Care™ Customer, for collection, of any Tires in storage.

In case of deactivation of the Additional Services and/or the PIRELLI Care™ Package With Tires, the PIRELLI Care™ Customer will no longer be charged with effect from the month following that of deactivation. The PIRELLI Care™ Customer will always have the possibility to request the purchase of Additional Packages and Services in the future.

## **WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE BEFORE EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

The PIRELLI Care™ Customer will have to continue to pay the Monthly Amounts still due for the PIRELLI Care™ Packages With Tires.

## **WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE AFTER EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

Upon expiry of the payment plan of the selected PIRELLI Care™ Package With Tires, no other payment will be required from the PIRELLI Care™ Customer. The PIRELLI Care™ Customer will receive monthly charges only for the Additional Services and/or the PIRELLI Care™ "Easy" Package that are still active and will be able to make new purchases of PIRELLI Care™ Packages and Additional Services.

## **BY ADHERING TO THE PIRELLI CARE™ OFFER, IS IT POSSIBLE TO PURCHASE TIRES OF ANY SIZE?**

Yes, you can buy Tires of any size.

## **WHO PROVIDES THE SERVICES?**

The services included in the purchased PIRELLI Care™ Packages and/or Additional Services will be provided through the dealer chosen by the PIRELLI Care™ Customer from those indicated in the appropriate section of the Website and/or the App.

Roadside assistance and emergency service, included in the PIRELLI Care™ "Easy" Package, is provided through Europ Assistance Vai S.p.A.

### **WHAT PERSONAL DATA IS REQUESTED IN THE CONTEXT OF THE PIRELLI CARE™ OFFER?**

- **Driving style:** the user must select a minimum of three (up to a maximum of four) from the eight available features relating to travel habits, which will result in a driving style (among 3 allowed options), which will allow Pirelli to formulate an offer consistent with the options selected by the user.
- **Kilometers traveled per year:** the user will be asked to specify how many kilometers (in thousands) s/he intends to travel in a year, in order to allow Pirelli to formulate an offer consistent with what the user has declared.
- **Car license plate:** the user will be asked for the vehicle's license plate when configuring the offer.

To purchase one of the Packages, becoming a PIRELLI Care™ Customer, the user will also be required to create a valid user profile by filling in the following mandatory fields, all of which are necessary to complete the process:

- Email
- Name and Surname
- Password
- Telephone no.
- Date of birth
- Tax Code or VAT number
- Address (Street and number)
- Zip code
- City
- Province
- Country
- Method of payment: the PIRELLI Care™ Customer is required to provide the information necessary for the correct purposes of billing the Monthly Amount and the Easy Package Amount. Once the details relating to the selected method of payment have been provided, the PIRELLI Care™ Customer is redirected to the respective web forms to confirm the payment data (card holder name, credit card number, expiration date).

### **HOW TO REQUEST THE FITTING OF THE TIRES AND THE PROVISION OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGE WITH TIRES PURCHASED**

To request the fitting of the Tires and the provision of the services included in the PIRELLI Care™ Package With Tires purchased, the PIRELLI Care™ Customer shall select a dealer from among those indicated on the App to request an appointment. Within 30 (thirty) days from the date of confirmation of the purchase choice of the relative PIRELLI Care™ Package With Tires, the PIRELLI Care™ Customer shall select an appointment date (which may also be for a date after 30 days).

If the dealer does not respond to the PIRELLI Care™ Customer's request, the PIRELLI Care™ Customer will be contacted by customer service which will propose a different dealer.

The PIRELLI Care™ Customer undertakes to come to the appointment at the date and time of appointment confirmed by PIRELLI.

It will be possible to make an appointment starting from the third (3rd) calendar day with respect to the date of confirmation of the purchase choices for a PIRELLI Care™ Package With Tires.

**WHAT IS IT POSSIBLE TO DO WITH THE APP ONCE THE PIRELLI CARE™ OFFER HAS BEEN ACTIVATED?**

Once the PIRELLI Care™ offer has been activated (through the Website or the App) it will be possible, solely via the App to:

- make changes, where permitted, to the PIRELLI Care™ Packages and/or Additional Services;
- request an appointment at the selected dealer and receive notifications of confirmation/modification of the appointment time and date;
- receive notifications on the provision of the requested services and provide feedback on the quality of the service received;
- view the driving style and the annual mileage declared at the time of purchase of the PIRELLI Care™ Package; Pirelli reserves the right, directly or through its dealers, to check the km traveled with the Tires by the PIRELLI Care™ Customer (registration of the km of the car when it is at the point of sale);
- modify the selected dealer, choosing one of those present on the Website and on the App;
- update the payment method;
- display the status of payments made;
- contact PIRELLI Care™ customer service for support requests;
- waive the provision of the services included in the PIRELLI Care™ Packages or included in the Additional Services of which you have not yet benefited and/or request their early termination.

**CAN I TRANSFER MY RIGHTS AND OBLIGATIONS RELATING TO THE TIRES AND/OR SERVICES PURCHASED TO OTHER CUSTOMERS?**

No, this is not possible.

**WHAT IS THE PROCEDURE FOR REQUESTING AN INSPECTION OF THE TIRES PURCHASED WITH THE PIRELLI CARE™ OFFER?**

To request the inspection of one or more Tires purchased with the PIRELLI Care™ offer, it is necessary to complete the form in its entirety available via the [following link](#) and send it to the following email address [support@pirellicare.com](mailto:support@pirellicare.com).

After sending the form, a generic appointment can be requested at a Dealer via the App, in order to verify the presence of defects or non-conformities in the Tire(s) subject to the inspection request.

**HOW CAN THE RIGHT OF WITHDRAWAL BE EXERCISED?**

The Consumer who intends to exercise the right of withdrawal shall complete the form in its entirety available via the [following link](#) and send it - within 14 (fourteen) days following the fitting of the Tires purchased with the PIRELLI Care™ offer - to PIRELLI, in one of the following ways:

- email: [support@pirellicare.com](mailto:support@pirellicare.com)
- by FAX: to the number 800.016.614
- Registered letter with return receipt to the address:  
Pirelli Tyre S.p.A.  
c/o Contact Center  
Viale Piero and Alberto Pirelli, 25 20126 – Milan  
or Certified Email Address: [pirellityre.pecri@pec.pirelli.it](mailto:pirellityre.pecri@pec.pirelli.it)

The Consumer will receive an email from PIRELLI confirming receipt of communication.

\*\*\* END OF DOCUMENT \*\*\*

## PIRELLI CARE

### SUMMARY DOCUMENT RELATIVE TO OFFER TO THE PUBLIC TO BE CONVERTED INTO Q&A FOR WEBSITE AND APP – ITALY

#### **WHAT DOES THE PIRELLI CARE™ OFFER INCLUDE?**

The PIRELLI Care™ offer is designed to improve the purchasing experience and the use of products and services correlated to the world of mobility; the offer is promoted by Pirelli Tyre S.p.A. (“Pirelli”), allows those who adhere (the “**PIRELLI Care™ Customer**”) to purchase two different types of packages (jointly referred to as the “**PIRELLI Care™ Packages**”).

The first type refers to the purchase of one or more sets of 4 tires bearing Pirelli Group brands (the “**Tires**”) and the provision of certain services relating to the Tires and/or the vehicle on which such Tires are fitted, selected from a series of options proposed by PIRELLI based on the characteristics of the vehicle (identified by registration plate, brand, model, version and year of registration) as well as the declared driving style and annual mileage (the “**PIRELLI Care™ Package With Tires**”), paying a sum in monthly installments without interest and/or other charges (the “**Monthly Amount**”).

The second type refers to the purchase of a selection of services correlated to mobility, without the need to purchase Tires (the “**PIRELLI Care™ Easy Package**”), paying a fixed monthly amount (the “**Easy Package Amount**”).

The PIRELLI Care™ Customer may also: (i) purchase additional services such as "extended warranty" and "seasonal storage" (the “**Additional Services**”) as described on the Website and App (as defined below), and (iv) be regularly informed, through the App and the Website, about Pirelli's news, including any potential promotions dedicated to PIRELLI Care™ Customers

#### **WHO CAN ADHERE TO THE PIRELLI CARE™ OFFER AND HOW?**

Both natural persons and final consumers can adhere to the PIRELLI Care™ offer, as defined pursuant to Legislative Decree no. 206, of September 6, 2005, as amended (the “**Consumer Code**”), and those who act for purposes related to their entrepreneurial, commercial, craft, or professional activity.

The PIRELLI Care™ offer is accessible through a dedicated website (the “**Website**”) and a dedicated app, which can be downloaded for free from the Google Play Store and Apple Store (the “**App**”).

The PIRELLI Care™ offer can be adhered to on the Website and on the App via an entirely digital path that will allow the PIRELLI Care™ Customer to set up the offer in just a few clicks.

PIRELLI Care™ Customers can also go to the point of sale of the dealer selected from those indicated on the Website and on the App, to receive support during the digital path in building the PIRELLI Care™ offer and in the choice that best suits their needs.

#### **WHAT ARE THE TYPES OF PIRELLI™ CARE PACKAGES?**

The different types of **PIRELLI Care™ Packages** are:

PIRELLI Care™ Packages with Tires:

- **“SMART” Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App, and the execution of the following ancillary services: removal, fitting, balancing and reset of TPMS sensors.

- **"SUPERIOR" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App and the execution of the services included in the "Smart" Package, in addition to the following additional services, to be carried out at the same time as the fitting of the set of tires purchased: vehicle check-up, complete wheel alignment and sanitization of the car. Moreover, vehicle check-up services, complete wheel alignment and sanitization services will be repeated every time the PIRELLI Care™ Customer requests them, by booking a dedicated appointment via the App.

#### PIRELLI Care™ Packages without Tires

- **"EASY" Package:** this includes the following services: roadside assistance and emergency service provided by Europ Assistance Vai S.p.A., tire puncture repair, vehicle check-up and sanitization, with unlimited access. Tire puncture repair, vehicle check-up and vehicle sanitization services will be provided by Dealers at no additional cost to the PIRELLI Care™ Customer as requested by booking a dedicated appointment through the App. The puncture repair service is always linked to the declared vehicle, regardless of the brand/model/tire size.

When selecting one of the PIRELLI Care™ Packages With Tires, the PIRELLI Care™ Customer will also have the option of purchasing (fixing the applicable price) another set of Tires (with a different seasonality), it being understood that the fitting of the second set of Tires shall be within the first of the following events: the expiry of the payment plan relating to the first set, or 24 months from the fitting of the first set, if the payment plan relating to the first set expires later, subject to confirmation of the purchase by the PIRELLI Care™ Customer. The ancillary services described in the Smart Package will be applied to the second set of Tires.

In this case, the Package shall also include a seasonal storage service for a maximum of one set of Tires at a time, until expiry of the Package (and therefore until expiry of the payment plan for the second set of Tires).

In case of failure to fit within the aforementioned deadline, the PIRELLI Care™ Customer will not be bound to purchase the second set of Tires.

It is also possible to add a set of different seasonalities to the PIRELLI Care™ With Tires Package purchased. More information is provided in the section "ADDITIONAL INFORMATION FOR IF THE PIRELLI CARE™ CUSTOMER WISHES TO ADD A NEW SET OF DIFFERENT SEASONALITY TO THE PIRELLI CARE™ PACKAGE WITH TIRES PURCHASED".

#### **WHAT ARE THE ADDITIONAL SERVICES THAT CAN BE ADDED?**

After purchasing one of the PIRELLI Care™ Packages, PIRELLI Care™ Customers will be able to add the following additional services:

- (ix) warranty extension on the Tire (upon purchase of a PIRELLI Care™ Tire Package);
- (x) seasonal storage (if not already included in the purchased Package). Currently the seasonal storage can only be purchased together with the purchase of a PIRELLI Care™ Package With Tires.

#### **OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICES**

It is pointed out that the request for services included in the PIRELLI Care™ Packages and Additional Services may only refer to the vehicle(s) indicated during the purchase procedure of the PIRELLI Care™ Package. For roadside assistance and emergency service (included in the ["Easy" Package](#)) please see the specific limitations correlated to the vehicle.

- **Complete wheel alignment:** this consists in verifying the toe-in, camber and castor, front and rear, with zeroing of the vehicle's steering angle sensor. It is included in the "Superior" Package.
- **Vehicle check-up:** this consists in checking the pressure of the tires fitted and the spare wheel, visually checking the windows, wipers, checking the efficiency of the lighting systems, checking the horn, checking the level of fluids – engine oil, coolant and wiper water – and in verifying the expiration of the inspection. It is included in the "Superior" Package and in the "Easy" Package.
- **Seasonal storage:** this consists in the storage of tires requested through the selected dealer and also includes fitting, dismounting, wheel balancing and TPMS sensor reset. It is included in the PIRELLI Care™ Packages With Tires if the PIRELLI Care™ Customer decides to purchase 2 sets of Tires with different seasonality. Currently it can only be selected in conjunction with the purchase of one of the PIRELLI Care™ Packages With Tires.. The PIRELLI Care™ Customer may, at any time, request the return of the tires left in storage.
- **Tire Warranty Extension:** this consists in the repair and/or replacement (in case the repair is not possible) of the Tires purchased with a PIRELLI Care™ Package With Tires, without additional costs, in case of damage due to an accidental event, occurred until expiry of the payment plan of the PIRELLI Care™ Package With Tires purchased. The maximum number of interventions offered will be equal to the number of Tires included in the Pirelli Care™ Package With Tires purchased. It can be selected as an Additional Service.
- **TPMS Sensor Reset:** this consists in resetting the tire pressure warning light after fitting or after the warning light on the dashboard turns on.
- **Car sanitization:** this consists of the internal sanitization of the passenger compartment in order to reduce bad smells, viruses, bacteria, and dust mites. It is included in the "Superior" Package and in the "Easy" Package.
- **Roadside assistance and emergency service:** this is a service provided by Europ Assistance Vai S.p.A. on the entire European territory (with the exception of emergency breakdown service, valid only in Italy). The service is limited to the car registered by the PIRELLI Care™ Customer as part of the "Easy" Package, and on condition that the same is registered in Italy with Italian license plate, with a GVWR up to 3,500 kg. Detailed information is included in the description of the [PIRELLI Care™ Easy Package](#) on the Website and on the App.
- **Repairable Puncture Repair:** this is a service performed regardless of the brand/model/size of the tire mounted on the car. It does not cover potential replacement with a new tire. It is included in the "Easy" Package.

## **WHEN WILL THE SERVICES INCLUDED IN THE PIRELLI CARE™ OFFER BE PROVIDED?**

The services included in the PIRELLI Care™ Packages With Tires shall be provided at the time of fitting the purchased Tires (seasonal storage begins at the time of dismounting of the Tires for which storage is required and lasts for the duration of the payment plan provided for the relative PIRELLI Care™ Package With Tires, it also being understood that it will cease early if the PIRELLI Care™ Customer requests the early return of the stored set), except as specified below.

Vehicle check-up, complete wheel alignment and vehicle sanitization services, for "Superior" PIRELLI Care™ Package choices, and vehicle check-up and vehicle sanitization services, for "Easy" Package choices, may be repeated every time the PIRELLI Care™ Customer so requests, by booking a dedicated appointment through the App.

The extension of the warranty on the Tires may be requested at any time up to expiry of the payment plan of the PIRELLI Care™ Package with Tires purchased.

Puncture repair can be requested at any time during the validity of the "Easy" Package and can be repeated every time the PIRELLI Care™ Customer so requests, by booking a dedicated appointment through the App.

The roadside assistance and emergency service may be requested at any time during the validity of the "Easy" Package, by contacting Europ Assistance through the App.

#### **OVERVIEW IF THE PIRELLI CARE™ CUSTOMER HAS SELECTED THE OPTION TO PURCHASE 2 SETS OF TIRES (SUMMER + WINTER)**

If the PIRELLI Care™ Customer exercises - when purchasing the PIRELLI Care™ Package With Tires - the option to purchase an additional set of Tires with different seasonality and requests the fitting of the second set of Tires within the expiry of the payment plan relating to the first set, or within 24 months from the fitting of the first set, if the payment plan relating to the first set expires afterwards, the PIRELLI Care™ Customer will receive two separate invoices for the same amount (the amount of which will have been defined taking into account the total value of both sets of Tires):

- the first following the fitting of the first set of Tires;
- the second following the fitting of the second set of Tires.

In the event that the PIRELLI Care™ Customer requests the fitting of the second set of Tires within the expiry of the payment plan for the first set, or within 24 months from the fitting of the first set, if the payment plan for the first set expires afterwards, the PIRELLI Care™ Customer will have to pay, in addition to the amount of the first invoice, also the amount of the second invoice. Payment of the amounts of the second invoice will begin following expiry of the last installment of the first invoice.

If the PIRELLI Care™ Customer does not request the fitting of the second set of Tires by the expiry of the payment plan for the first set, or within 24 months from the fitting of the first set, if the payment plan relating to the first set expires subsequently, after having exercised - when purchasing the Package - the option to purchase an additional set of Tires with different seasonality, the right to purchase the second set (at the price set at the time of purchase of the Package) will expire and in this case, the second invoice will not be issued. The PIRELLI Care™ Customer shall be required to pay the amounts still due relating to the first invoice, without changes.

The PIRELLI Care™ Customer may at any time request the return of the Tires left in storage. With the return, the storage obligation towards the PIRELLI Care™ Customer ceases, and the latter will not have the right to request reactivation of the storage, but will still be required to pay the Residual Amount, which can be paid in installments.

#### **ADDITIONAL INFORMATION FOR IF THE PIRELLI CARE™ CUSTOMER WISHES TO ADD A NEW SET OF DIFFERENT SEASONALITY TO THE PIRELLI CARE™ PACKAGE WITH TIRES PURCHASED**

In the event that the PIRELLI Care™ Customer has previously purchased a PIRELLI Care™ Package With Tires with only one set of Tires and as long as the payment plan is still active, it is possible to add another set of Tires of different seasonality, to be fitted within 8 months from purchase.

In case of failure to fit within the aforementioned term, the PIRELLI Care™ Customer will not be bound to the subsequent purchase.

The accessory services described in the PIRELLI Care™ Package already purchased with the addition of the Seasonal Deposit will be applied to the second set of Tires. If the PIRELLI Care™ Customer has already purchased the Seasonal Deposit as the Additional Service, it will no longer be required pay the relative amount from the moment the new monthly charge is received.

The new monthly charge for the new set of tires is calculated based on the driving preferences and the type of the PIRELLI Care™ Package With Tires previously indicated, and on the tires chosen by the PIRELLI Care™ Customer in such a way that the duration of the payment plan extends up to a maximum of 48 months.

The new monthly charge will start after the PIRELLI Care™ Customer has carried out the fitting of the second set and in any case, after the expiry of the charges relating to the first payment plan.

In the event that the PIRELLI Care™ Customer does not request the fitting of the second (additional) set of Tires within 8 months of purchase, the PIRELLI Care™ Customer will not be bound by said purchase and the second invoice will not be issued. The PIRELLI Care™ Customer shall be required to pay the amounts still due relating to the first invoice, without changes.

### **OVERVIEW OF THE EXTENSION OF THE WARRANTY**

The extension of the warranty on Tires (hereinafter referred to as the "**PIRELLI CARE™ Warranty**"), offers the PIRELLI Care™ Customer the possibility to request, at no additional cost, the repair and/or replacement (in the event that repair is not possible) of the Tires purchased with a PIRELLI Care™ Package With Tires, in the event of damage due to an accidental event, occurring up to the expiry of the payment plan of the PIRELLI Care™ Package With Tires purchased. It is specified that the maximum number of interventions offered by the PIRELLI Care™ Warranty shall be equal to the number of Tires included in the PIRELLI Care™ Package With Tires purchased.

The PIRELLI Care™ Warranty starts from the first installation and has the same duration as the PIRELLI Care™ Package with Tires purchased.

The request to use the PIRELLI Care™ Warranty must be made by the PIRELLI Care™ Customer, as indicated in the App.

### **WHAT IS THE DIFFERENCE BETWEEN THE EXTENDED WARRANTY AND THE PUNCTURE REPAIR SERVICE?**

The PIRELLI Care™ Warranty covers the repair or replacement of the Tires (if the repair is not possible) purchased with one of the PIRELLI Care™ Packages with Tires.

The puncture repair service refers to the repair of punctured tires, as long as the damage is repairable, and does not include the replacement of the tires. It is correlated to the purchase of a PIRELLI Care™ "Easy" Package and is provided regardless of the brand model/size of the tire mounted on the car.

### **WHEN DOES THE PIRELLI CARE™ CUSTOMER BEGIN TO PAY, HOW MUCH AND FOR HOW LONG?**

The debiting of the first Monthly Amount relative to the PIRELLI Care™ Packages With Tires takes place on the last day of the month following installation of the Tires and will continue for the months of duration of the relative PIRELLI Care™ Package With Tires.

The Debiting of the Monthly Amount for the Additional Services and/or the Easy Package Amount shall occur on the last day of the month following activation and shall continue until their termination, or deactivation by the PIRELLI Care™ Customer (see relevant paragraphs), or withdrawal by Pirelli.

The PIRELLI Care™ Customer shall pay only the Monthly Amount correlated to the PIRELLI Care™ Packages and/or the selected Additional Services and/or the Easy Package Amount in case of purchase of the PIRELLI Care™ "Easy" Package. The Monthly Amount for the purchase in installments of Tires includes the share relating to the contribution for disposal of the Tires (ELT) and VAT, which will be stated separately on the invoice. The Easy Package Amount is always inclusive of VAT, which will be stated separately on the invoice.

The duration of the PIRELLI Care™ Package With Tires will depend on the type of Tire purchased, on whether the purchase option for the second set of Tires has been selected, on the indication of the driving profile ("Eco", "Comfort" or "Sporty") and on the declaration of the average mileage traveled per year, made by the PIRELLI Care™ customer. On the basis of the aforementioned data, Pirelli will propose to the PIRELLI Care™ Customer, at the time of formulating the relative proposal, a period of duration of the relative PIRELLI Care™ Package With Tires. The duration of the PIRELLI Care™ Package With Tires coincides with the duration of the monthly payment plan.

### **CAN THE PRICES AND/OR FEATURES OF THE PIRELLI CARE™ PACKAGES OR ADDITIONAL SERVICES CHANGE?**

The prices and/or features of the PIRELLI Care™ Packages or Additional Services for sale on the Website or on the App may be subject to change without notice.

For PIRELLI Care™ Packages With Tires, the aforementioned changes will only apply for purchases made after the date of the change.

For Additional Services and for the "Easy" PIRELLI Care™ Package, any changes may be made by Pirelli during the provision of Additional Services and/or the PIRELLI Care™ Package With Tires already purchased, with notice of at least 30 days, communicated to the PIRELLI Care™ Customer by email. The PIRELLI Care™ Customer may withdraw, without further charges, within 30 days following receipt of the aforementioned communication, through the procedure described in the general terms and conditions of sale and on the App.

If the Additional Service that is the subject of the communication consists in the storage of the tires, and the PIRELLI Care™ Customer has communicated withdrawal, the PIRELLI Care™ Customer shall collect the tires stored at the selected dealer within 30 days of sending the notice of withdrawal. If the PIRELLI Care™ Customer shall not proceed with collection by that date, PIRELLI will have the right to charge the additional costs incurred by it for storage of the tires until the actual collection date, and, after a further 30 days, from the date on which the PIRELLI Care™ Customer could have proceeded with withdrawal, it will also have the right to arrange for the disposal of the tires, at its own initiative but at the expense of the PIRELLI Care™ Customer, without any obligation to provide further communications.

### **WHERE CAN THE PARTICIPATING DEALERS BE FOUND?**

You can locate participating dealers on the Website (in the "View participating dealers on map" section) and on the App.

### **WHAT IS THE ACCEPTED PAYMENT METHOD?**

Major credit cards and PayPal. Additional prepaid or rechargeable payment instruments are not permitted

## **IS IT POSSIBLE TO DEACTIVATE PIRELLI CARE™ PACKAGES AND/OR ADDITIONAL SERVICES? WHAT ARE THE CONSEQUENCES?**

The PIRELLI Care™ Customer can deactivate the selected Package and/or Additional Services at any time.

In case of deactivation of a PIRELLI Care™ Package With Tires, the PIRELLI Care™ Customer will have to make the immediate payment of a total amount equal to the Monthly Amounts not yet expired of the amount of the purchased Package ("**Residual Amount**"). This will be done by debiting the Residual Amount on the credit card communicated by the PIRELLI Care™ Customer or debiting the PayPal account for the purpose of billing the Monthly Amount on the last day of the month in which deactivation was requested.

In this case, the duration of the PIRELLI Care™ Package With Tires will cease with the payment of the Residual Amount and, if necessary, with the provision to the PIRELLI Care™ Customer, for collection, of any Tires in storage.

In case of deactivation of the Additional Services and/or the PIRELLI Care™ Package With Tires, the PIRELLI Care™ Customer will no longer be charged with effect from the month following that of deactivation. The PIRELLI Care™ Customer will always have the possibility to request the purchase of Additional Packages and Services in the future.

## **WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE BEFORE EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

The PIRELLI Care™ Customer will have to continue to pay the Monthly Amounts still due for the PIRELLI Care™ Packages With Tires.

## **WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE AFTER EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

Upon expiry of the payment plan of the selected PIRELLI Care™ Package With Tires, no other payment will be required from the PIRELLI Care™ Customer. The PIRELLI Care™ Customer will receive monthly charges only for the Additional Services and/or the PIRELLI Care™ "Easy" Package that are still active and will be able to make new purchases of PIRELLI Care™ Packages and Additional Services.

## **BY ADHERING TO THE PIRELLI CARE™ OFFER, IS IT POSSIBLE TO PURCHASE TIRES OF ANY SIZE?**

Yes, you can buy Tires of any size.

## **IS IT POSSIBLE TO ADD ONE OR MORE VEHICLES?**

It is possible to add other vehicles to an existing account (in the "Garage" section of the App), to purchase new PIRELLI Care™ Packages and Additional Services for said vehicle/s. PIRELLI Care™ Packages and Additional Services can only refer to the vehicle for which they were purchased and cannot be transferred to or used for any other vehicles added.

## **WHO PROVIDES THE SERVICES?**

The services included in the purchased PIRELLI Care™ Packages and/or Additional Services will be provided through the dealer chosen by the PIRELLI Care™ Customer from those indicated in the appropriate section of the Website and/or the App.

Roadside assistance and emergency service, included in the PIRELLI Care™ "Easy" Package, is provided through Europ Assistance Vai S.p.A.

### **WHAT PERSONAL DATA IS REQUESTED IN THE CONTEXT OF THE PIRELLI CARE™ OFFER?**

- **Driving style:** the user must select a minimum of three (up to a maximum of four) from the eight available features relating to travel habits, which will result in a driving style (among 3 allowed options), which will allow Pirelli to formulate an offer consistent with the options selected by the user.
- **Kilometers traveled per year:** the user will be asked to specify how many kilometers (in thousands) s/he intends to travel in a year, in order to allow Pirelli to formulate an offer consistent with what the user has declared.
- **Car license plate:** the user will be asked for the vehicle's license plate when configuring the offer.

To purchase one of the Packages, becoming a PIRELLI Care™ Customer, the user will also be required to create a valid user profile by filling in the following mandatory fields, all of which are necessary to complete the process:

- Email
- Name and Surname
- Password
- Telephone no.
- Date of birth
- Tax Code or VAT number
- Address (Street and number)
- Zip code
- City
- Province
- Country
- Method of payment: the PIRELLI Care™ Customer is required to provide the information necessary for the correct purposes of billing the Monthly Amount and the Easy Package Amount. Once the details relating to the selected method of payment have been provided, the PIRELLI Care™ Customer is redirected to the respective web forms to confirm the payment data (card holder name, credit card number, expiration date).

### **HOW TO REQUEST THE FITTING OF THE TIRES AND THE PROVISION OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGE WITH TIRES PURCHASED**

To request the fitting of the Tires and the provision of the services included in the PIRELLI Care™ Package With Tires purchased, the PIRELLI Care™ Customer shall select a dealer from among those indicated on the App to request an appointment. Within 30 (thirty) days from the date of confirmation of the purchase choice of the relative PIRELLI Care™ Package With Tires, the PIRELLI Care™ Customer shall select an appointment date (which may also be for a date after 30 days).

If the dealer does not respond to the PIRELLI Care™ Customer's request, the PIRELLI Care™ Customer will be contacted by customer service which will propose a different dealer.

The PIRELLI Care™ Customer undertakes to come to the appointment at the date and time of appointment confirmed by PIRELLI.

It will be possible to make an appointment starting from the third (3rd) calendar day with respect to the date of confirmation of the purchase choices for a PIRELLI Care™ Package With Tires.

**WHAT IS IT POSSIBLE TO DO WITH THE APP ONCE THE PIRELLI CARE™ OFFER HAS BEEN ACTIVATED?**

Once the PIRELLI Care™ offer has been activated (through the Website or the App) it will be possible, solely via the App to:

- make changes, where permitted, to the PIRELLI Care™ Packages and/or Additional Services;
- add one or more vehicles to an account already created;
- request an appointment at the selected dealer and receive notifications of confirmation/modification of the appointment time and date;
- receive notifications on the provision of the requested services and provide feedback on the quality of the service received;
- view the driving style and the annual mileage declared at the time of purchase of the PIRELLI Care™ Package; Pirelli reserves the right, directly or through its dealers, to check the km traveled with the Tires by the PIRELLI Care™ Customer (registration of the km of the car when it is at the point of sale);
- modify the selected dealer, choosing one of those present on the Website and on the App;
- update the payment method;
- display the status of payments made;
- contact PIRELLI Care™ customer service for support requests;
- waive the provision of the services included in the PIRELLI Care™ Packages or included in the Additional Services of which you have not yet benefited and/or request their early termination.

Purchases can be made both on the Site and on the App.

**CAN I TRANSFER MY RIGHTS AND OBLIGATIONS RELATING TO THE TIRES AND/OR SERVICES PURCHASED TO OTHER CUSTOMERS?**

No, this is not possible.

**WHAT IS THE PROCEDURE FOR REQUESTING AN INSPECTION OF THE TIRES PURCHASED WITH THE PIRELLI CARE™ OFFER?**

To request the inspection of one or more Tires purchased with the PIRELLI Care™ offer, it is necessary to complete the form in its entirety available via the [following link](#) and send it to the following email address [support@pirellicare.com](mailto:support@pirellicare.com).

After sending the form, a generic appointment can be requested at a Dealer via the App, in order to verify the presence of defects or non-conformities in the Tire(s) subject to the inspection request.

### **HOW CAN THE RIGHT OF WITHDRAWAL BE EXERCISED?**

The Consumer who intends to exercise the right of withdrawal shall complete the form in its entirety available via the [following link](#) and send it - within 14 (fourteen) days following the fitting of the Tires purchased with the PIRELLI Care™ offer - to PIRELLI, in one of the following ways:

- email: [support@pirellicare.com](mailto:support@pirellicare.com)
- by FAX: to the number 800.016.614
- Registered letter with return receipt to the address:  
Pirelli Tyre S.p.A.  
c/o Contact Center  
Viale Piero and Alberto Pirelli, 25 20126 – Milan  
or Certified Email Address: [pirellityre.pecri@pec.pirelli.it](mailto:pirellityre.pecri@pec.pirelli.it)

The Consumer will receive an email from PIRELLI confirming receipt of communication.

\*\*\* END OF DOCUMENT \*\*\*

## PIRELLI CARE

### SUMMARY DOCUMENT RELATIVE TO OFFER TO THE PUBLIC TO BE CONVERTED INTO Q&A FOR WEBSITE AND APP – ITALY

#### **WHAT DOES THE PIRELLI CARE™ OFFER INCLUDE?**

The PIRELLI Care™ offer is designed to improve the purchasing experience and the use of products and services correlated to the world of mobility; the offer is promoted by Pirelli Tyre S.p.A. (“Pirelli”), allows those who adhere (the “**PIRELLI Care™ Customer**”) to purchase two different types of packages (jointly referred to as the “**PIRELLI Care™ Packages**”).

The first type refers to the purchase of one or more sets of 4 tires bearing Pirelli Group brands (the “**Tires**”) and the provision of certain services relating to the Tires and/or the vehicle on which such Tires are fitted, selected from a series of options proposed by PIRELLI based on the characteristics of the vehicle (identified by registration plate, brand, model, version and year of registration) as well as the declared driving style and annual mileage (the “**PIRELLI Care™ Package With Tires**”), paying a sum in monthly installments without interest and/or other charges (the “**Monthly Amount**”). There are currently two different PIRELLI Care™ With Tires packages, as further detailed in the section **WHAT ARE THE TYPES OF PIRELLI CARE™ PACKAGES?**

The second type refers to the purchase of a selection of services correlated to mobility, without the need to purchase Tires (the “**PIRELLI Care™ Easy Package**” or “**Easy Package**”), paying a fixed monthly amount (the “**Easy Package Amount**”).

The PIRELLI Care™ Customer may also: (i) purchase additional services such as "extended warranty", "seasonal storage" and "electric charging" (the “**Additional Services**”) as described on the Website and App (as defined below), and

(v) be regularly informed, through the App and the Website, about Pirelli's news, including any potential promotions dedicated to PIRELLI Care™ Customers.

#### **WHO CAN ADHERE TO THE PIRELLI CARE™ OFFER AND HOW?**

Both natural persons and final consumers can adhere to the PIRELLI Care™ offer, as defined pursuant to Legislative Decree no. 206, of September 6, 2005, as amended (the “**Consumer Code**”), and those who act for purposes related to their entrepreneurial, commercial, craft, or professional activity.

The PIRELLI Care™ offer is accessible through a dedicated website (the “**Website**”) and a dedicated app, which can be downloaded for free from the Google Play Store and Apple Store (the “**App**”).

The PIRELLI Care™ offer can be adhered to on the Website and on the App via an entirely digital path that will allow the PIRELLI Care™ Customer to set up the offer in just a few clicks.

PIRELLI Care™ Customers can also go to the point of sale of the dealer selected from those indicated on the Website and on the App, to receive support during the digital path in building the PIRELLI Care™ offer and in the choice that best suits their needs.

#### **WHAT ARE THE TYPES OF PIRELLI™ CARE PACKAGES?**

The different types of **PIRELLI Care™ Packages** are:

PIRELLI Care™ Packages with Tires:

- **"SMART" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App, and the execution of the following ancillary services: removal, fitting, balancing and reset of TPMS sensors, to be carried out at the same time as the fitting of the set of tires purchased.
- **"SUPERIOR" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App and the execution of the services included in the "Smart" Package, in addition to the following additional services: vehicle check-up, complete wheel alignment and vehicle sanitization. Vehicle check-up services, complete wheel alignment and vehicle sanitization services will be repeated every time the PIRELLI Care™ Customer requests them, by booking a dedicated appointment via the App.

PIRELLI Care™ Packages without Tires

- **"EASY" Package:** this includes the following services: roadside assistance and emergency service provided by Europ Assistance Vai S.p.A., tire puncture repair, vehicle check-up and sanitization, with unlimited access. Tire puncture repair, vehicle check-up and vehicle sanitization services will be provided by Dealers as requested by the PIRELLI Care™ Customer by booking a dedicated appointment through the App. The puncture repair service is always linked to the declared vehicle and license plate, regardless of the brand/model/tire size. More information is available at the [following link](#).

When selecting one of the PIRELLI Care™ Packages With Tires, the PIRELLI Care™ Customer will also have the option of purchasing (fixing the applicable price) another set of Tires (with a different seasonality), it being understood that the fitting of the second set of Tires shall be within the first of the following events: the expiry of the payment plan relating to the first set, or 24 months from the fitting of the first set, if the payment plan relating to the first set expires later, subject to confirmation of the purchase by the PIRELLI Care™ Customer. The ancillary services described in the Smart Package will be applied to the second set of Tires.

In this case, the Package shall also include a seasonal storage service for a maximum of one set of Tires at a time, until expiry of the Package (and therefore until expiry of the payment plan for the second set of Tires).

In case of failure to fit within the aforementioned deadline, the PIRELLI Care™ Customer will not be bound to purchase the second set of Tires.

It is also possible to add a set of different seasonalities to the PIRELLI Care™ With Tires Package purchased. More information is provided in the section "ADDITIONAL INFORMATION FOR IF THE PIRELLI CARE™ CUSTOMER WISHES TO ADD A NEW SET OF DIFFERENT SEASONALITY TO THE PIRELLI CARE™ PACKAGE WITH TIRES PURCHASED".

**WHAT ARE THE ADDITIONAL SERVICES THAT CAN BE ADDED?**

After purchasing one of the PIRELLI Care™ Packages, PIRELLI Care™ Customers will be able to add the following additional services:

- (xi) warranty extension on the Tire (upon purchase of a PIRELLI Care™ Package With Tires);
- (xii) seasonal storage (if not already included in the purchased Package). Currently the seasonal storage can only be purchased together with the purchase of a PIRELLI Care™ Package With Tires;
- (xiii) electric charging service. The service can be purchased concurrently with or subsequent to the purchase of a PIRELLI Care™ With Tires package, throughout the validity period of that package. It is also possible to purchase it after purchasing a PIRELLI Care™ Easy Package, throughout the validity period of that package.

## **OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICES**

It is pointed out that the request for services included in the PIRELLI Care™ Packages and Additional Services may only refer to the vehicle(s) indicated during the purchase procedure of the PIRELLI Care™ Package. For roadside assistance and emergency service (included in the ["Easy" Package](#)) please see the specific limitations correlated to the vehicle.

- **Complete wheel alignment:** this consists in verifying the toe-in, camber and castor, front and rear, with zeroing of the vehicle's steering angle sensor. It is included in the "Superior" Package.
- **Roadside assistance and Emergency service:** is a service provided by Europ Assistance Vai SpA throughout Europe (excluding breakdown, valid only in Italy), excluding countries in a state of declared or de facto belligerence. The service is provided on condition that the vehicle has been registered in Italy with Italian license plates and has a GVWR of up to 3,500 kg. Detailed information is included in the description of the [PIRELLI Care™ Easy Package](#) on the Website and on the App.
- **Vehicle check-up:** this consists in checking the pressure of the tires fitted and the spare wheel, visually checking the windows, wipers, checking the efficiency of the lighting systems, checking the horn, checking the level of fluids – engine oil, coolant and wiper water – and in verifying the expiration of the inspection. It is included in the "Superior" Package and in the "Easy" Package.
- **Seasonal storage:** this consists in the storage of tires requested through the selected dealer and also includes fitting, dismounting, wheel balancing and TPMS sensor reset. It is included in the PIRELLI Care™ Packages With Tires if the PIRELLI Care™ Customer decides to purchase 2 sets of Tires with different seasonality. Currently it can only be selected in conjunction with the purchase of one of the PIRELLI Care™ Packages With Tires.. The PIRELLI Care™ Customer may, at any time, request the return of the tires left in storage.
- **Tire Warranty Extension:** this consists in the repair and/or replacement (in case the repair is not possible) of the Tires purchased with a PIRELLI Care™ Package With Tires, without additional costs, in case of damage due to an accidental event, occurred until expiry of the payment plan of the PIRELLI Care™ Package With Tires purchased. The maximum number of interventions offered will be equal to the number of Tires included in the Pirelli Care™ Package With Tires purchased. It can be selected as an Additional Service.
- **TPMS Sensor Reset:** this consists in resetting the tire pressure warning light after fitting or after the warning light on the dashboard turns on.
- **Electric Charging:** consists of the possibility to charge electric vehicles through access to infrastructures for charging such vehicles (hereinafter "EVCI"), accessible to the public, owned or in any case managed by Enel X Way Italia S.r.l. for EVCIs with AC/DC sockets of less than 100 kW. More information is available at the [following link](#).
- **Repairable Puncture Repair:** this is a service performed regardless of the brand/model/size of the tire mounted on the car. It does not cover potential replacement with a new tire. It is included in the "Easy" Package.
- **Vehicle sanitization:** this consists of the internal sanitization of the passenger compartment in order to reduce bad smells, viruses, bacteria, and dust mites. It is included in the "Superior" Package and in the "Easy" Package.

## **WHEN WILL THE SERVICES INCLUDED IN THE PIRELLI CARE™ OFFER BE PROVIDED?**

The services included in the PIRELLI Care™ Packages With Tires shall be provided at the time of fitting the purchased Tires (seasonal storage begins at the time of dismounting of the Tires for which storage is required and lasts for the duration of the payment plan provided for the relative PIRELLI Care™ Package With Tires,

it also being understood that it will cease early if the PIRELLI Care™ Customer requests the early return of the stored set), except as specified below.

Vehicle check-up, complete wheel alignment and vehicle sanitization services, for "Superior" Package choices, and vehicle check-up and vehicle sanitization services, for "Easy" Package choices, may be repeated every time the PIRELLI Care™ Customer so requests, by booking a dedicated appointment through the App.

The extension of the warranty on the Tires may be requested at any time up to expiry of the payment plan of the PIRELLI Care™ Package with Tires purchased.

Puncture repair can be requested at any time during the validity of the "Easy" Package and can be repeated every time the PIRELLI Care™ Customer so requests, by booking a dedicated appointment through the App.

The roadside assistance and emergency service may be requested at any time during the validity of the "Easy" Package, by contacting Europ Assistance through the App.

The electric charging service may be used immediately if purchased at the same time as a PIRELLI Care™ With Tires Package. If purchased subsequently to the purchase of a PIRELLI Care™ Package, the electric charging service may be used after 48 hours.

#### **OVERVIEW IF THE PIRELLI CARE™ CUSTOMER HAS SELECTED THE OPTION TO PURCHASE 2 SETS OF TIRES (SUMMER + WINTER)**

If the PIRELLI Care™ Customer exercises - when purchasing the PIRELLI Care™ Package With Tires - the option to purchase an additional set of Tires with different seasonality and requests the fitting of the second set of Tires within the expiry of the payment plan relating to the first set, or within 24 months from the fitting of the first set, if the payment plan relating to the first set expires afterwards, the PIRELLI Care™ Customer will receive two separate invoices for the same amount (the amount of which will have been defined taking into account the total value of both sets of Tires):

- the first following the fitting of the first set of Tires;
- the second following the fitting of the second set of Tires.

In the event that the PIRELLI Care™ Customer requests the fitting of the second set of Tires within the expiry of the payment plan for the first set, or within 24 months from the fitting of the first set, if the payment plan for the first set expires afterwards, the PIRELLI Care™ Customer will have to pay, in addition to the amount of the first invoice, also the amount of the second invoice. Payment of the amounts of the second invoice will begin following expiry of the last installment of the first invoice.

If the PIRELLI Care™ Customer does not request the fitting of the second set of Tires by the expiry of the payment plan for the first set, or within 24 months from the fitting of the first set, if the payment plan relating to the first set expires subsequently, after having exercised - when purchasing the Package - the option to purchase an additional set of Tires with different seasonality, the right to purchase the second set (at the price set at the time of purchase of the Package) will expire and in this case, the second invoice will not be issued. The PIRELLI Care™ Customer shall be required to pay the amounts still due relating to the first invoice, without changes.

The PIRELLI Care™ Customer may at any time request the return of the Tires left in storage. With the return, the storage obligation towards the PIRELLI Care™ Customer ceases, and the latter will not have the right to request reactivation of the storage, but will still be required to pay the Residual Amount, which can be paid in installments.

**ADDITIONAL INFORMATION FOR IF THE PIRELLI CARE™ CUSTOMER WISHES TO ADD A NEW SET OF DIFFERENT SEASONALITY TO THE PIRELLI CARE™ PACKAGE WITH TIRES PURCHASED**

In the event that the PIRELLI Care™ Customer has previously purchased a PIRELLI Care™ Package With Tires with only one set of Tires and as long as the payment plan is still active, it is possible to add another set of Tires of different seasonality, to be fitted within 8 months from purchase.

In case of failure to fit within the aforementioned term, the PIRELLI Care™ Customer will not be bound to the subsequent purchase.

The accessory services described in the PIRELLI Care™ Package already purchased with the addition of the Seasonal Deposit will be applied to the second set of Tires. If the PIRELLI Care™ Customer has already purchased the Seasonal Deposit as the Additional Service, it will no longer be required pay the relative amount from the moment the new monthly charge is received.

The new monthly charge for the new set of tires is calculated based on the driving preferences and the type of the PIRELLI Care™ Package With Tires previously indicated, and on the tires chosen by the PIRELLI Care™ Customer in such a way that the duration of the payment plan extends up to a maximum of 48 months.

The new monthly charge will start after the PIRELLI Care™ Customer has carried out the fitting of the second set and in any case, after the expiry of the charges relating to the first payment plan.

In the event that the PIRELLI Care™ Customer does not request the fitting of the second (additional) set of Tires within 8 months of purchase, the PIRELLI Care™ Customer will not be bound by said purchase and the second invoice will not be issued. The PIRELLI Care™ Customer shall be required to pay the amounts still due relating to the first invoice, without changes.

**OVERVIEW OF THE EXTENSION OF THE WARRANTY**

The extension of the warranty on Tires (hereinafter referred to as the “**PIRELLI CARE™ Warranty**”), offers the PIRELLI Care™ Customer the possibility to request, at no additional cost, the repair and/or replacement (in the event that repair is not possible) of the Tires purchased with a PIRELLI Care™ Package With Tires, in the event of damage due to an accidental event, occurring up to the expiry of the payment plan of the PIRELLI Care™ Package With Tires purchased. It is specified that the maximum number of interventions offered by the PIRELLI Care™ Warranty shall be equal to the number of Tires included in the PIRELLI Care™ Package With Tires purchased.

The PIRELLI Care™ Warranty starts from the first installation and has the same duration as the PIRELLI Care™ Package with Tires purchased.

The request to use the PIRELLI Care™ Warranty must be made by the PIRELLI Care™ Customer, as indicated in the App.

**WHAT IS THE DIFFERENCE BETWEEN THE EXTENDED WARRANTY AND THE PUNCTURE REPAIR SERVICE?**

The PIRELLI Care™ Warranty covers the repair or replacement of the Tires (if the repair is not possible) purchased with one of the PIRELLI Care™ Packages with Tires.

The puncture repair service refers to the repair of punctured tires, as long as the damage is repairable, and does not include the replacement of the tires. It is correlated to the purchase of a PIRELLI Care™ "Easy" Package and is provided regardless of the brand model/size of the tire mounted on the car.

### **WHEN DOES THE PIRELLI CARE™ CUSTOMER BEGIN TO PAY, HOW MUCH AND FOR HOW LONG?**

The debiting of the first Monthly Amount relative to the PIRELLI Care™ Packages With Tires takes place on the last day of the month following installation of the Tires and will continue for the months of duration of the relative PIRELLI Care™ Package With Tires.

The Debiting of the Monthly Amount for the Additional Services and/or the Easy Package Amount shall occur on the last day of the month following activation and shall continue until their termination, or deactivation by the PIRELLI Care™ Customer (see relevant paragraphs), or withdrawal by Pirelli.

The PIRELLI Care™ Customer shall pay only the Monthly Amount correlated to the PIRELLI Care™ Packages and/or the selected Additional Services and/or the Easy Package Amount in case of purchase of the PIRELLI Care™ "Easy" Package. The Monthly Amount for the purchase in installments of Tires includes the share relating to the contribution for disposal of the Tires (ELT) and VAT, which will be stated separately on the invoice. The Easy Package Amount is always inclusive of VAT, which will be stated separately on the invoice.

The duration of the PIRELLI Care™ Package With Tires will depend on the type of Tire purchased, on whether the purchase option for the second set of Tires has been selected, on the indication of the driving profile ("Eco", "Comfort" or "Sporty") and on the declaration of the average mileage traveled per year, made by the PIRELLI Care™ customer. On the basis of the aforementioned data, Pirelli will propose to the PIRELLI Care™ Customer, at the time of formulating the relative proposal, a period of duration of the relative PIRELLI Care™ Package With Tires. The duration of the PIRELLI Care™ Package With Tires coincides with the duration of the monthly payment plan.

### **CAN THE AMOUNTS AND/OR FEATURES OF THE PIRELLI CARE™ PACKAGES OR ADDITIONAL SERVICES CHANGE?**

The amounts due and/or features of the PIRELLI Care™ Packages or Additional Services for sale on the Website or on the App may be subject to change as indicated below.

For PIRELLI Care™ Packages With Tires, the aforementioned changes will only apply for purchases made after the date of the change.

For Additional Services and for the "Easy" PIRELLI Care™ Package, any changes may be made by Pirelli during the provision of Additional Services and/or the PIRELLI Care™ Package With Tires already purchased, with notice of at least 30 days, communicated to the PIRELLI Care™ Customer by email. The PIRELLI Care™ Customer may withdraw, without further charges, within 30 days following receipt of the aforementioned communication, through the procedure described in the general terms and conditions of sale and on the App.

If the Additional Service that is the subject of the communication consists in the storage of the tires, and the PIRELLI Care™ Customer has communicated withdrawal, the PIRELLI Care™ Customer shall collect the tires stored at the selected dealer within 30 days of sending the notice of withdrawal. If the PIRELLI Care™ Customer shall not proceed with collection by that date, PIRELLI will have the right to charge the additional costs incurred by it for storage of the tires until the actual collection date, and, after a further 30 days, from the date on which the PIRELLI Care™ Customer could have proceeded with withdrawal, it will also have the right

to arrange for the disposal of the tires, at its own initiative but at the expense of the PIRELLI Care™ Customer, without any obligation to provide further communications.

### **WHERE CAN THE PARTICIPATING DEALERS BE FOUND?**

You can locate participating dealers on the Website (in the "View participating dealers on map" section) and on the App.

### **WHAT IS THE ACCEPTED PAYMENT METHOD?**

Major credit cards and PayPal. Additional prepaid or rechargeable payment instruments are not permitted

### **IS IT POSSIBLE TO DEACTIVATE PIRELLI CARE™ PACKAGES AND/OR ADDITIONAL SERVICES? WHAT ARE THE CONSEQUENCES?**

The PIRELLI Care™ Customer can deactivate the selected Package and/or Additional Services at any time.

In case of deactivation of a PIRELLI Care™ Package With Tires, the PIRELLI Care™ Customer will have to make the immediate payment of a total amount equal to the Monthly Amounts not yet expired of the amount of the purchased Package ("**Residual Amount**"). This will be done by debiting the Residual Amount on the credit card communicated by the PIRELLI Care™ Customer or debiting the PayPal account for the purpose of billing the Monthly Amount on the last day of the month in which deactivation was requested.

In this case, the duration of the PIRELLI Care™ Package With Tires will cease with the payment of the Residual Amount and, if necessary, with the provision to the PIRELLI Care™ Customer, for collection, of any Tires in storage.

In case of deactivation of the Additional Services and/or the PIRELLI Care™ Package With Tires, the PIRELLI Care™ Customer will no longer be charged with effect from the month following that of deactivation. The PIRELLI Care™ Customer will always have the possibility to request the purchase of Additional Packages and Services in the future.

### **WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE BEFORE EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

The PIRELLI Care™ Customer will have to continue to pay the Monthly Amounts still due for the PIRELLI Care™ Packages With Tires.

### **WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE AFTER EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

Upon expiry of the payment plan of the selected PIRELLI Care™ Package With Tires, no other payment will be required from the PIRELLI Care™ Customer. The PIRELLI Care™ Customer will receive monthly charges only for the Additional Services and/or the PIRELLI Care™ "Easy" Package that are still active and will be able to make new purchases of PIRELLI Care™ Packages and Additional Services.

### **BY ADHERING TO THE PIRELLI CARE™ OFFER, IS IT POSSIBLE TO PURCHASE TIRES OF ANY SIZE?**

Yes, you can buy Tires of any size.

### **IS IT POSSIBLE TO ADD ONE OR MORE VEHICLES?**

It is possible to add other vehicles to an existing account (in the “Garage” section of the App), to purchase new PIRELLI Care™ Packages and Additional Services for said vehicle/s. PIRELLI Care™ Packages and Additional Services can only refer to the vehicle for which they were purchased and cannot be transferred to or used for any other vehicles added.

### **WHO PROVIDES THE SERVICES?**

The services included in the purchased PIRELLI Care™ Packages and/or Additional Services will be provided - where applicable - through the dealer chosen by the PIRELLI Care™ Customer from those indicated in the appropriate section of the Website and/or the App.

Roadside assistance and emergency service, included in the PIRELLI Care™ "Easy" Package, is provided through Europ Assistance Vai S.p.A.

The electric charging service is provided through access to electric vehicle charging infrastructure, accessible to the public, owned or in any case managed by Enel X Way Italia S.r.l.

### **WHAT PERSONAL DATA IS REQUESTED IN THE CONTEXT OF THE PIRELLI CARE™ OFFER?**

- **Driving style:** the user must select a minimum of three (up to a maximum of four) from the eight available features relating to travel habits, which will result in a driving style (among 3 allowed options), which will allow Pirelli to formulate an offer consistent with the options selected by the user.
- **Kilometers traveled per year:** the user will be asked to specify how many kilometers (in thousands) s/he intends to travel in a year, in order to allow Pirelli to formulate an offer consistent with what the user has declared.
- **Vehicle license plate:** the user will be asked for the vehicle's license plate when configuring the offer.

To purchase one of the Packages, becoming a PIRELLI Care™ Customer, the user will also be required to create a valid user profile by filling in the following mandatory fields, all of which are necessary to complete the process:

- Email
- Name and Surname
- Password
- Telephone no.
- Date of birth
- Tax Code or VAT number
- Address (Street and number)
- Zip code
- City
- Province
- Country
- Method of payment: the PIRELLI Care™ Customer is required to provide the information necessary for the correct purposes of billing the Monthly Amount and the Easy Package Amount. Once the details relating to the selected method of payment have been provided, the PIRELLI Care™ Customer is

redirected to the respective web forms to confirm the payment data (card holder name, credit card number, expiration date).

### **HOW TO REQUEST THE FITTING OF THE TIRES AND THE PROVISION OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGE WITH TIRES PURCHASED**

To request the fitting of the Tires and the provision of the services included in the PIRELLI Care™ Package With Tires purchased, the PIRELLI Care™ Customer shall select a dealer from among those indicated on the App to request an appointment. Within 30 (thirty) days from the date of confirmation of the purchase choice of the relative PIRELLI Care™ Package With Tires, the PIRELLI Care™ Customer shall select an appointment date (which may also be for a date after 30 days).

If the dealer does not respond to the PIRELLI Care™ Customer's request, the PIRELLI Care™ Customer will be contacted by customer service which will propose a different dealer.

The PIRELLI Care™ Customer undertakes to come to the appointment at the date and time of appointment confirmed by PIRELLI.

It will be possible to make an appointment starting from the third (3rd) calendar day with respect to the date of confirmation of the purchase choices for a PIRELLI Care™ Package With Tires.

### **WHAT IS IT POSSIBLE TO DO WITH THE APP ONCE THE PIRELLI CARE™ OFFER HAS BEEN ACTIVATED?**

Once the PIRELLI Care™ offer has been activated (through the Website or the App) it will be possible, solely via the App to:

- make changes, where permitted, to the PIRELLI Care™ Packages and/or Additional Services;
- add one or more vehicles to an account already created;
- manage the booking of Additional Services;
- request an appointment at the selected dealer and receive notifications of confirmation/modification of the appointment time and date;
- receive notifications on the provision of the requested services and provide feedback on the quality of the service received;
- view the driving style and the annual mileage declared at the time of purchase of the PIRELLI Care™ Package; Pirelli reserves the right, directly or through its dealers, to check the km traveled with the Tires by the PIRELLI Care™ Customer (registration of the km of the car when it is at the point of sale);
- modify the selected dealer, choosing one of those present on the Website and on the App;
- update the payment method;
- display the status of payments made;
- contact PIRELLI Care™ customer service for support requests;

- waive the provision of the services included in the PIRELLI Care™ Packages or included in the Additional Services of which you have not yet benefited and/or request their early termination.

Purchases can be made both on the Site and on the App.

**CAN I TRANSFER MY RIGHTS AND OBLIGATIONS RELATING TO THE TIRES AND/OR SERVICES PURCHASED TO OTHER CUSTOMERS?**

No, this is not possible.

**WHAT IS THE PROCEDURE FOR REQUESTING AN INSPECTION OF THE TIRES PURCHASED WITH THE PIRELLI CARE™ OFFER?**

To request the inspection of one or more Tires purchased with the PIRELLI Care™ offer, it is necessary to complete the form in its entirety available via the [following link](#) and send it to the following email address [support@pirellicare.com](mailto:support@pirellicare.com).

After sending the form, a generic appointment can be requested at a Dealer via the App, in order to verify the presence of defects or non-conformities in the Tire(s) subject to the inspection request.

**HOW CAN THE RIGHT OF WITHDRAWAL BE EXERCISED?**

The Consumer who intends to exercise the right of withdrawal shall complete the form in its entirety available via the [following link](#) and send it - within 14 (fourteen) days following the fitting of the Tires purchased with the PIRELLI Care™ offer - to PIRELLI, in one of the following ways:

- email: [support@pirellicare.com](mailto:support@pirellicare.com)
- by FAX: to the number 800.016.614
- Registered letter with return receipt to the address:  
Pirelli Tyre S.p.A.  
c/o Contact Center  
Viale Piero and Alberto Pirelli, 25 20126 – Milan  
or Certified Email Address: [pirellityre.pecri@pec.pirelli.it](mailto:pirellityre.pecri@pec.pirelli.it)

The Consumer will receive an email from PIRELLI confirming receipt of communication.

\*\*\* END OF DOCUMENT \*\*\*

## PIRELLI CARE

### SUMMARY DOCUMENT RELATIVE TO OFFER TO THE PUBLIC TO BE CONVERTED INTO Q&A FOR WEBSITE AND APP – ITALY

#### **WHAT DOES THE PIRELLI CARE™ OFFER INCLUDE?**

The PIRELLI Care™ offer is designed to improve the purchasing experience and the use of products and services correlated to the world of mobility; the offer is promoted by Pirelli Tyre S.p.A. (“Pirelli”), allows those who adhere (the “**PIRELLI Care™ Customer**”) to purchase two different types of packages (jointly referred to as the “**PIRELLI Care™ Packages**”).

The first type refers to the purchase of one or more sets of 4 tires bearing Pirelli Group brands (the “**Tires**”) and the provision of certain services relating to the Tires and/or the vehicle on which such Tires are fitted, selected from a series of options proposed by PIRELLI based on the characteristics of the vehicle (identified by registration plate, brand, model, version and year of registration) as well as the declared driving style and annual mileage (the “**PIRELLI Care™ Package With Tires**”), paying a sum in monthly installments without interest and/or other charges (the “**Monthly Amount**”). There are currently two different PIRELLI Care™ Packages With Tires, as further detailed in the section “**WHAT ARE THE TYPES OF PIRELLI CARE™ PACKAGES?**”

The second type refers to the purchase of a selection of services correlated to mobility, without the need to purchase Tires (the “**PIRELLI Care™ Easy Package**” or “**Easy Package**”), paying a fixed monthly amount (the “**Easy Package Amount**”).

The PIRELLI Care™ Customer may also: (i) purchase additional services such as “extended warranty”, “seasonal storage” and “electric charging” (the “**Additional Services**”) as described on the Website and App (as defined below), and

(vi) be regularly informed, through the App and the Website, about Pirelli's news, including any potential promotions dedicated to PIRELLI Care™ Customers.

#### **WHO CAN ADHERE TO THE PIRELLI CARE™ OFFER AND HOW?**

Both natural persons and final consumers can adhere to the PIRELLI Care™ offer, as defined pursuant to Legislative Decree no. 206, of September 6, 2005, as amended (the “**Consumer Code**”), and those who act for purposes related to their entrepreneurial, commercial, craft, or professional activity.

The PIRELLI Care™ offer is accessible through a dedicated website (the “**Website**”) and a dedicated app, which can be downloaded for free from the Google Play Store and Apple Store (the “**App**”).

The PIRELLI Care™ offer can be adhered to on the Website and on the App via an entirely digital path that will allow the PIRELLI Care™ Customer to set up the offer in just a few clicks.

PIRELLI Care™ Customers can also go to the point of sale of the dealer selected from those indicated on the Website and on the App, to receive support during the digital path in building the PIRELLI Care™ offer and in the choice that best suits their needs.

#### **WHAT ARE THE TYPES OF PIRELLI™ CARE PACKAGES?**

The different types of **PIRELLI Care™ Packages** are:

PIRELLI Care™ Packages with Tires:

- **"SMART" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App, and the execution of the following ancillary services: removal, fitting, balancing and reset of TPMS sensors, to be carried out at the same time as the fitting of the set of tires purchased.
- **"SUPERIOR" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App and the execution of the services included in the "Smart" Package, in addition to the following additional services: vehicle check-up, complete wheel alignment and vehicle sanitization. Vehicle check-up services, complete wheel alignment and vehicle sanitization services will be repeated every time the PIRELLI Care™ Customer requests them, by booking a dedicated appointment via the App.

PIRELLI Care™ Packages without Tires

- **"EASY" Package:** this includes the following services: roadside assistance and emergency service provided by Europ Assistance Vai S.p.A., tire puncture repair, vehicle check-up and sanitization, with unlimited access. Tire puncture repair, vehicle check-up and vehicle sanitization services will be provided by Dealers as requested by the PIRELLI Care™ Customer by booking a dedicated appointment through the App. The puncture repair service is always linked to the declared vehicle and license plate, regardless of the brand/model/tire size. More information is available in the document ["PIRELLI CARE™ "EASY" PACKAGE DESCRIPTION".](#)

When selecting one of the PIRELLI Care™ Packages With Tires, the PIRELLI Care™ Customer will also have the option of purchasing (fixing the applicable price) another set of Tires (with a different seasonality), it being understood that the fitting of the second set of Tires shall be within the first of the following events: the expiry of the payment plan relating to the first set, or 24 months from the fitting of the first set, if the payment plan relating to the first set expires later, subject to confirmation of the purchase by the PIRELLI Care™ Customer. The ancillary services described in the Smart Package will be applied to the second set of Tires.

In this case, the Package shall also include a seasonal storage service for a maximum of one set of Tires at a time, until expiry of the Package (and therefore until expiry of the payment plan for the second set of Tires).

In case of failure to fit within the aforementioned deadline, the PIRELLI Care™ Customer will not be bound to purchase the second set of Tires.

It is also possible to add a set of different seasonalities to the PIRELLI Care™ Package With Tires purchased. More information is provided in the section "ADDITIONAL INFORMATION FOR IF THE PIRELLI CARE™ CUSTOMER WISHES TO ADD A NEW SET OF DIFFERENT SEASONALITY TO THE PIRELLI CARE™ PACKAGE WITH TIRES PURCHASED".

### **WHAT ARE THE ADDITIONAL SERVICES THAT CAN BE ADDED?**

After purchasing one of the PIRELLI Care™ Packages, PIRELLI Care™ Customers will be able to add the following additional services:

- (xiv) warranty extension on the Tire (upon purchase of a PIRELLI Care™ Package With Tires);
- (xv) seasonal storage (if not already included in the purchased Package). Currently the seasonal storage can only be purchased together with the purchase of a PIRELLI Care™ Package With Tires;
- (xvi) electric charging service. The service can be purchased concurrently with or subsequent to the purchase of a PIRELLI Care™ Package With Tires, throughout the validity period of that package. It is also possible to purchase it after purchasing a PIRELLI Care™ Easy Package, throughout the validity period of that package.

## **OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICES**

It is pointed out that the request for services included in the PIRELLI Care™ Packages and Additional Services may only refer to the vehicle(s) indicated during the purchase procedure of the PIRELLI Care™ Package. For roadside assistance and emergency service (included in the ["Easy" Package](#)) please see the specific limitations correlated to the vehicle.

- **Complete wheel alignment:** this consists in verifying the toe-in, camber and castor, front and rear, with zeroing of the vehicle's steering angle sensor. It is included in the "Superior" Package.
- **Roadside assistance and Emergency service:** is a service provided by Europ Assistance Vai SpA throughout Europe (excluding breakdown, valid only in Italy), excluding countries in a state of declared or de facto belligerence. The service is provided on condition that the vehicle has been registered in Italy with Italian license plates and has a GVWR of up to 3,500 kg. Detailed information is included in the description of the [PIRELLI Care™ Easy Package](#) on the Website and on the App.
- **Vehicle check-up:** this consists in checking the pressure of the tires fitted and the spare wheel, visually checking the windows, wipers, checking the efficiency of the lighting systems, checking the horn, checking the level of fluids – engine oil, coolant and wiper water – and in verifying the expiration of the inspection. It is included in the "Superior" Package and in the "Easy" Package.
- **Seasonal storage:** this consists in the storage of tires requested through the selected dealer and also includes fitting, dismounting, wheel balancing and TPMS sensor reset. It is included in the PIRELLI Care™ Packages With Tires if the PIRELLI Care™ Customer decides to purchase 2 sets of Tires with different seasonality. Currently it can only be selected in conjunction with the purchase of one of the PIRELLI Care™ Packages With Tires.. The PIRELLI Care™ Customer may, at any time, request the return of the tires left in storage.
- **Tire Warranty Extension:** this consists in the repair and/or replacement (in case the repair is not possible) of the Tires purchased with a PIRELLI Care™ Package With Tires, without additional costs, in case of damage due to an accidental event, occurred until expiry of the payment plan of the PIRELLI Care™ Package With Tires purchased. The maximum number of interventions offered will be equal to the number of Tires included in the Pirelli Care™ Package With Tires purchased. It can be selected as an Additional Service.
- **TPMS Sensor Reset:** this consists in resetting the tire pressure warning light after fitting or after the warning light on the dashboard turns on.
- **Electric Charging:** consists of the possibility to charge electric vehicles through access to infrastructures for charging such vehicles (hereinafter "EVCI"), accessible to the public, owned or in any case managed by Enel X Way Italia S.r.l. for EVCI with AC/DC sockets of less than 100 kW. More information is available in the document "[DESCRIPTION OF THE ADDITIONAL ELECTRIC CHARGING SERVICE](#)".
- **Repairable Puncture Repair:** this is a service performed regardless of the brand/model/size of the tire mounted on the car. It does not cover potential replacement with a new tire. It is included in the "Easy" Package.
- **Vehicle sanitization:** this consists of the internal sanitization of the passenger compartment in order to reduce bad smells, viruses, bacteria, and dust mites. It is included in the "Superior" Package and in the "Easy" Package.

## **WHEN WILL THE SERVICES INCLUDED IN THE PIRELLI CARE™ OFFER BE PROVIDED?**

The services included in the PIRELLI Care™ Packages With Tires shall be provided at the time of fitting the purchased Tires (seasonal storage begins at the time of dismounting of the Tires for which storage is required and lasts for the duration of the payment plan provided for the relative PIRELLI Care™ Package With Tires,

it also being understood that it will cease early if the PIRELLI Care™ Customer requests the early return of the stored set), except as specified below.

Vehicle check-up, complete wheel alignment and vehicle sanitization services, for "Superior" Package choices, and vehicle check-up and vehicle sanitization services, for "Easy" Package choices, may be repeated every time the PIRELLI Care™ Customer so requests, by booking a dedicated appointment through the App.

The extension of the warranty on the Tires may be requested at any time up to expiry of the payment plan of the PIRELLI Care™ Package with Tires purchased.

Puncture repair can be requested at any time during the validity of the "Easy" Package and can be repeated every time the PIRELLI Care™ Customer so requests, by booking a dedicated appointment through the App.

The roadside assistance and emergency service may be requested at any time during the validity of the "Easy" Package, by contacting Europ Assistance through the App.

The electric charging service may be used immediately if purchased at the same time as a PIRELLI Care™ Package With Tires. If purchased subsequently to the purchase of a PIRELLI Care™ Package, the electric charging service may be used after 48 hours.

#### **OVERVIEW IF THE PIRELLI CARE™ CUSTOMER HAS SELECTED THE OPTION TO PURCHASE 2 SETS OF TIRES (SUMMER + WINTER)**

If the PIRELLI Care™ Customer exercises - when purchasing the PIRELLI Care™ Package With Tires - the option to purchase an additional set of Tires with different seasonality and requests the fitting of the second set of Tires within the expiry of the payment plan relating to the first set, or within 24 months from the fitting of the first set, if the payment plan relating to the first set expires afterwards, the PIRELLI Care™ Customer will receive two separate invoices for the same amount (the amount of which will have been defined taking into account the total value of both sets of Tires):

- the first following the fitting of the first set of Tires;
- the second following the fitting of the second set of Tires.

In the event that the PIRELLI Care™ Customer requests the fitting of the second set of Tires within the expiry of the payment plan for the first set, or within 24 months from the fitting of the first set, if the payment plan for the first set expires afterwards, the PIRELLI Care™ Customer will have to pay, in addition to the amount of the first invoice, also the amount of the second invoice. Payment of the amounts of the second invoice will begin following expiry of the last installment of the first invoice.

If the PIRELLI Care™ Customer does not request the fitting of the second set of Tires by the expiry of the payment plan for the first set, or within 24 months from the fitting of the first set, if the payment plan relating to the first set expires subsequently, after having exercised - when purchasing the Package - the option to purchase an additional set of Tires with different seasonality, the right to purchase the second set (at the price set at the time of purchase of the Package) will expire and in this case, the second invoice will not be issued. The PIRELLI Care™ Customer shall be required to pay the amounts still due relating to the first invoice, without changes.

The PIRELLI Care™ Customer may at any time request the return of the Tires left in storage. With the return, the storage obligation towards the PIRELLI Care™ Customer ceases, and the latter will not have the right to request reactivation of the storage, but will still be required to pay the Residual Amount, which can be paid in installments.

**ADDITIONAL INFORMATION FOR IF THE PIRELLI CARE™ CUSTOMER WISHES TO ADD A NEW SET OF DIFFERENT SEASONALITY TO THE PIRELLI CARE™ PACKAGE WITH TIRES PURCHASED**

In the event that the PIRELLI Care™ Customer has previously purchased a PIRELLI Care™ Package With Tires with only one set of Tires and as long as the payment plan is still active, it is possible to add another set of Tires of different seasonality, to be fitted within 8 months from purchase.

In case of failure to fit within the aforementioned term, the PIRELLI Care™ Customer will not be bound to the subsequent purchase.

The accessory services described in the PIRELLI Care™ Package already purchased with the addition of the Seasonal Deposit will be applied to the second set of Tires. If the PIRELLI Care™ Customer has already purchased the Seasonal Deposit as the Additional Service, it will no longer be required pay the relative amount from the moment the new monthly charge is received.

The new monthly charge for the new set of tires is calculated based on the driving preferences and the type of the PIRELLI Care™ Package With Tires previously indicated, and on the tires chosen by the PIRELLI Care™ Customer in such a way that the duration of the payment plan extends up to a maximum of 48 months.

The new monthly charge will start after the PIRELLI Care™ Customer has carried out the fitting of the second set and in any case, after the expiry of the charges relating to the first payment plan.

In the event that the PIRELLI Care™ Customer does not request the fitting of the second (additional) set of Tires within 8 months of purchase, the PIRELLI Care™ Customer will not be bound by said purchase and the second invoice will not be issued. The PIRELLI Care™ Customer shall be required to pay the amounts still due relating to the first invoice, without changes.

**OVERVIEW OF THE EXTENSION OF THE WARRANTY**

The extension of the warranty on Tires (hereinafter referred to as the “**PIRELLI CARE™ Warranty**”), offers the PIRELLI Care™ Customer the possibility to request, at no additional cost, the repair and/or replacement (in the event that repair is not possible) of the Tires purchased with a PIRELLI Care™ Package With Tires, in the event of damage due to an accidental event, occurring up to the expiry of the payment plan of the PIRELLI Care™ Package With Tires purchased. It is specified that the maximum number of interventions offered by the PIRELLI Care™ Warranty shall be equal to the number of Tires included in the PIRELLI Care™ Package With Tires purchased.

The PIRELLI Care™ Warranty starts from the first installation and has the same duration as the PIRELLI Care™ Package with Tires purchased.

The request to use the PIRELLI Care™ Warranty must be made by the PIRELLI Care™ Customer, as indicated in the App.

**WHAT IS THE DIFFERENCE BETWEEN THE EXTENDED WARRANTY AND THE PUNCTURE REPAIR SERVICE?**

The PIRELLI Care™ Warranty covers the repair or replacement of the Tires (if the repair is not possible) purchased with one of the PIRELLI Care™ Packages with Tires.

The puncture repair service refers to the repair of punctured tires, as long as the damage is repairable, and does not include the replacement of the tires. It is correlated to the purchase of a PIRELLI Care™ "Easy" Package and is provided regardless of the brand model/size of the tire mounted on the car.

### **WHEN DOES THE PIRELLI CARE™ CUSTOMER BEGIN TO PAY, HOW MUCH AND FOR HOW LONG?**

The debiting of the first Monthly Amount relative to the PIRELLI Care™ Packages With Tires takes place on the last day of the month following installation of the Tires and will continue for the months of duration of the relative PIRELLI Care™ Package With Tires.

The Debiting of the Monthly Amount for the Additional Services and/or the Easy Package Amount shall occur on the last day of the month following activation and shall continue until their termination, or deactivation by the PIRELLI Care™ Customer (see relevant paragraphs), or withdrawal by Pirelli.

The PIRELLI Care™ Customer shall pay only the Monthly Amount correlated to the PIRELLI Care™ Packages and/or the selected Additional Services and/or the Easy Package Amount in case of purchase of the PIRELLI Care™ "Easy" Package. The Monthly Amount for the purchase in installments of Tires includes the share relating to the contribution for disposal of the Tires (ELT) and VAT, which will be stated separately on the invoice. The Easy Package Amount is always inclusive of VAT, which will be stated separately on the invoice.

The duration of the PIRELLI Care™ Package With Tires will depend on the type of Tire purchased, on whether the purchase option for the second set of Tires has been selected, on the indication of the driving profile ("Eco", "Comfort" or "Dynamic") and on the declaration of the average mileage traveled per year, made by the PIRELLI Care™ customer. On the basis of the aforementioned data, Pirelli will propose to the PIRELLI Care™ Customer, at the time of formulating the relative proposal, a period of duration of the relative PIRELLI Care™ Package With Tires. The duration of the PIRELLI Care™ Package With Tires coincides with the duration of the monthly payment plan.

### **CAN THE AMOUNTS AND/OR FEATURES OF THE PIRELLI CARE™ PACKAGES OR ADDITIONAL SERVICES CHANGE?**

The amounts due and/or features of the PIRELLI Care™ Packages or Additional Services for sale on the Website or on the App may be subject to change as indicated below.

For PIRELLI Care™ Packages With Tires, the aforementioned changes will only apply for purchases made after the date of the change.

For Additional Services and for the "Easy" PIRELLI Care™ Package, any changes may be made by Pirelli during the provision of Additional Services and/or the PIRELLI Care™ Package With Tires already purchased, with notice of at least 30 days, communicated to the PIRELLI Care™ Customer by email. The PIRELLI Care™ Customer may withdraw, without further charges, within 30 days following receipt of the aforementioned communication, through the procedure described in the general terms and conditions of sale and on the App.

If the Additional Service that is the subject of the communication consists in the storage of the tires, and the PIRELLI Care™ Customer has communicated withdrawal, the PIRELLI Care™ Customer shall collect the tires stored at the selected dealer within 30 days of sending the notice of withdrawal. If the PIRELLI Care™ Customer shall not proceed with collection by that date, PIRELLI will have the right to charge the additional costs incurred by it for storage of the tires until the actual collection date, and, after a further 30 days, from the date on which the PIRELLI Care™ Customer could have proceeded with withdrawal, it will also have the right

to arrange for the disposal of the tires, at its own initiative but at the expense of the PIRELLI Care™ Customer, without any obligation to provide further communications.

### **WHERE CAN THE PARTICIPATING DEALERS BE FOUND?**

You can locate participating dealers on the Website (in the "View participating dealers on map" section) and on the App.

### **WHAT IS THE ACCEPTED PAYMENT METHOD?**

Major credit cards and PayPal. Additional prepaid or rechargeable payment instruments are not permitted

### **IS IT POSSIBLE TO DEACTIVATE PIRELLI CARE™ PACKAGES AND/OR ADDITIONAL SERVICES? WHAT ARE THE CONSEQUENCES?**

The PIRELLI Care™ Customer can deactivate the selected Package and/or Additional Services at any time.

In case of deactivation of a PIRELLI Care™ Package With Tires, the PIRELLI Care™ Customer will have to make the immediate payment of a total amount equal to the Monthly Amounts not yet expired of the amount of the purchased Package ("**Residual Amount**"). This will be done by debiting the Residual Amount on the credit card communicated by the PIRELLI Care™ Customer or debiting the PayPal account for the purpose of billing the Monthly Amount on the last day of the month in which deactivation was requested.

In this case, the duration of the PIRELLI Care™ Package With Tires will cease with the payment of the Residual Amount and, if necessary, with the provision to the PIRELLI Care™ Customer, for collection, of any Tires in storage.

In case of deactivation of the Additional Services and/or the PIRELLI Care™ Package With Tires, the PIRELLI Care™ Customer will no longer be charged with effect from the month following that of deactivation. The PIRELLI Care™ Customer will always have the possibility to request the purchase of Additional Packages and Services in the future.

### **WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE BEFORE EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

The PIRELLI Care™ Customer will have to continue to pay the Monthly Amounts still due for the PIRELLI Care™ Packages With Tires.

### **WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE AFTER EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

Upon expiry of the payment plan of the selected PIRELLI Care™ Package With Tires, no other payment will be required from the PIRELLI Care™ Customer. The PIRELLI Care™ Customer will receive monthly charges only for the Additional Services and/or the PIRELLI Care™ "Easy" Package that are still active and will be able to make new purchases of PIRELLI Care™ Packages and Additional Services.

### **BY ADHERING TO THE PIRELLI CARE™ OFFER, IS IT POSSIBLE TO PURCHASE TIRES OF ANY SIZE?**

Yes, you can buy Tires of any size.

### **IS IT POSSIBLE TO ADD ONE OR MORE VEHICLES?**

It is possible to add other vehicles to an existing account (in the "Garage" section of the App), to purchase new PIRELLI Care™ Packages and Additional Services for said vehicle/s. PIRELLI Care™ Packages and Additional Services can only refer to the vehicle for which they were purchased and cannot be transferred to or used for any other vehicles added.

### **WHO PROVIDES THE SERVICES?**

The services included in the purchased PIRELLI Care™ Packages and/or Additional Services will be provided - where applicable - through the dealer chosen by the PIRELLI Care™ Customer from those indicated in the appropriate section of the Website and/or the App.

Roadside assistance and emergency service, included in the PIRELLI Care™ "Easy" Package, is provided through Europ Assistance Vai S.p.A.

The electric charging service is provided through access to electric vehicle charging infrastructure, accessible to the public, owned or in any case managed by Enel X Way Italia S.r.l.

### **WHAT PERSONAL DATA IS REQUESTED IN THE CONTEXT OF THE PIRELLI CARE™ OFFER?**

- **Driving style:** you will be asked to choose a driving style from the three provided ("Eco", "Comfort," or "Dynamic"), which will allow Pirelli to create an offer consistent with the option selected by the user.
- **Kilometers traveled per year:** the user will be asked to specify how many kilometers (in thousands) s/he intends to travel in a year, in order to allow Pirelli to formulate an offer consistent with what the user has declared.
- **Vehicle license plate:** the user will be asked for the vehicle's license plate when configuring the offer.

To purchase one of the Packages, becoming a PIRELLI Care™ Customer, the user will also be required to create a valid user profile by filling in the following mandatory fields, all of which are necessary to complete the process:

- Email
- Name and Surname
- Password
- Telephone no.
- Date of birth
- Tax Code or VAT number
- Address (Street and number)
- Zip code
- City
- Province
- Country
- Method of payment: the PIRELLI Care™ Customer is required to provide the information necessary for the correct purposes of billing the Monthly Amount and the Easy Package Amount. Once the details relating to the selected method of payment have been provided, the PIRELLI Care™ Customer is

redirected to the respective web forms to confirm the payment data (card holder name, credit card number, expiration date).

### **HOW TO REQUEST THE FITTING OF THE TIRES AND THE PROVISION OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGE WITH TIRES PURCHASED**

To request the fitting of the Tires and the provision of the services included in the PIRELLI Care™ Package With Tires purchased, the PIRELLI Care™ Customer shall select a dealer from among those indicated on the App to request an appointment. Within 90 (ninety) days from the date of confirmation of the purchase choice of the relative PIRELLI Care™ Package With Tires, the PIRELLI Care™ Customer shall select an appointment date (which may also be for a date after 90 days).

If the dealer does not respond to the PIRELLI Care™ Customer's request, the PIRELLI Care™ Customer will be contacted by customer service which will propose a different dealer.

The PIRELLI Care™ Customer undertakes to come to the appointment at the date and time of appointment confirmed by PIRELLI.

It will be possible to make an appointment starting from the third (3rd) calendar day with respect to the date of confirmation of the purchase choices for a PIRELLI Care™ Package With Tires.

### **WHAT IS IT POSSIBLE TO DO WITH THE APP ONCE THE PIRELLI CARE™ OFFER HAS BEEN ACTIVATED?**

Once the PIRELLI Care™ offer has been activated (through the Website or the App) it will be possible, solely via the App to:

- make changes, where permitted, to the PIRELLI Care™ Packages and/or Additional Services;
- add one or more vehicles to an account already created;
- manage the booking of Additional Services;
- request an appointment at the selected dealer and receive notifications of confirmation/modification of the appointment time and date;
- receive notifications on the provision of the requested services and provide feedback on the quality of the service received;
- view the driving style and the annual mileage declared at the time of purchase of the PIRELLI Care™ Package; Pirelli reserves the right, directly or through its dealers, to check the km traveled with the Tires by the PIRELLI Care™ Customer (registration of the km of the car when it is at the point of sale);
- modify the selected dealer, choosing one of those present on the Website and on the App;
- update the payment method;
- display the status of payments made;
- contact PIRELLI Care™ customer service for support requests;

- waive the provision of the services included in the PIRELLI Care™ Packages or included in the Additional Services of which you have not yet benefited and/or request their early termination.

Purchases can be made both on the Site and on the App.

**CAN I TRANSFER MY RIGHTS AND OBLIGATIONS RELATING TO THE TIRES AND/OR SERVICES PURCHASED TO OTHER CUSTOMERS?**

No, this is not possible.

**WHAT IS THE PROCEDURE FOR REQUESTING AN INSPECTION OF THE TIRES PURCHASED WITH THE PIRELLI CARE™ OFFER?**

To request the inspection of one or more Tires purchased with the PIRELLI Care™ offer, it is necessary to complete the form in its entirety available via the [following link](#) and send it to the following email address [support@pirellicare.com](mailto:support@pirellicare.com).

After sending the form, a generic appointment can be requested at a Dealer via the App, in order to verify the presence of defects or non-conformities in the Tire(s) subject to the inspection request.

**HOW CAN THE RIGHT OF WITHDRAWAL BE EXERCISED?**

The Consumer who intends to exercise the right of withdrawal shall complete the form in its entirety available via the [following link](#) and send it - within 14 (fourteen) days following the fitting of the Tires purchased with the PIRELLI Care™ offer - to PIRELLI, in one of the following ways:

- email: [support@pirellicare.com](mailto:support@pirellicare.com)
- by FAX: to the number 800.016.614
- Registered letter with return receipt to the address:  
Pirelli Tyre S.p.A.  
c/o Contact Center  
Viale Piero and Alberto Pirelli, 25 20126 – Milan  
or Certified Email Address: [pirellityre.pecri@pec.pirelli.it](mailto:pirellityre.pecri@pec.pirelli.it)

The Consumer will receive an email from PIRELLI confirming receipt of communication.

\*\*\* END OF DOCUMENT \*\*\*

## PIRELLI CARE

### SUMMARY DOCUMENT RELATIVE TO OFFER TO THE PUBLIC TO BE CONVERTED INTO Q&A FOR WEBSITE AND APP – ITALY

#### **WHAT DOES THE PIRELLI CARE™ OFFER INCLUDE?**

The PIRELLI Care™ offer is designed to improve the purchasing experience and the use of products and services correlated to the world of mobility; the offer is promoted by Pirelli Tyre S.p.A. (“Pirelli”), allows those who adhere (the “**PIRELLI Care™ Customer**”) to purchase two different types of packages (jointly referred to as the “**PIRELLI Care™ Packages**”).

The first type refers to the purchase of one or more sets of 4 tires bearing Pirelli Group brands (the “**Tires**”) and the provision of certain services relating to the Tires and/or the vehicle on which such Tires are fitted, selected from a series of options proposed by PIRELLI based on the characteristics of the vehicle (identified by registration plate, brand, model, version and year of registration) as well as the declared driving style and annual mileage (the “**PIRELLI Care™ Package With Tires**”), paying a sum in monthly installments without interest and/or other charges (the “**Monthly Amount**”). There are currently two different PIRELLI Care™ Packages With Tires, as further detailed in the section “**WHAT ARE THE TYPES OF PIRELLI CARE™ PACKAGES?**”

The second type refers to the purchase of a selection of services correlated to mobility, without the need to purchase Tires (the “**PIRELLI Care™ Easy Package**” or “**Easy Package**”), paying a fixed monthly amount (the “**Easy Package Amount**”).

The PIRELLI Care™ Customer may also: (i) purchase additional services such as “extended warranty”, “seasonal storage” and “electric charging” (the “**Additional Services**”) as described on the Website and App (as defined below), and

(ii) be regularly informed, through the App and the Website, about Pirelli's news, including any potential promotions dedicated to PIRELLI Care™ Customers.

#### **WHO CAN ADHERE TO THE PIRELLI CARE™ OFFER AND HOW?**

Both natural persons and final consumers can adhere to the PIRELLI Care™ offer, as defined pursuant to Legislative Decree no. 206, of September 6, 2005, as amended (the “**Consumer Code**”), and those who act for purposes related to their entrepreneurial, commercial, craft, or professional activity.

The PIRELLI Care™ offer is accessible through a dedicated website (the “**Website**”) and a dedicated app, which can be downloaded for free from the Google Play Store and Apple Store (the “**App**”).

The PIRELLI Care™ offer can be adhered to on the Website and on the App via an entirely digital path that will allow the PIRELLI Care™ Customer to set up the offer in just a few clicks.

PIRELLI Care™ Customers can also go to the point of sale of the dealer selected from those indicated on the Website and on the App, to receive support during the digital path in building the PIRELLI Care™ offer and in the choice that best suits their needs.

#### **WHAT ARE THE TYPES OF PIRELLI™ CARE PACKAGES?**

The different types of **PIRELLI Care™ Packages** are:

PIRELLI Care™ Packages with Tires:

- **"SMART" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App, and the execution of the following ancillary services: removal, fitting, balancing and reset of TPMS sensors, to be carried out at the same time as the fitting of the set of tires purchased.
- **"SUPERIOR" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App and the execution of the services included in the "Smart" Package, in addition to the following additional services: vehicle check-up, complete wheel alignment and vehicle sanitization (as described in the section "OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICES") The vehicle check-up, complete set-up and sanitization services will be carried out when the Tires are fitted (including fitting of the second set of Tires purchased, if any).

PIRELLI Care™ Packages without Tires

- **"EASY" Package:** this includes the following services: roadside assistance and emergency service provided by Europ Assistance Vai S.p.A., tire puncture repair, vehicle check-up and sanitization, with unlimited access. Tire puncture repair, vehicle check-up and vehicle sanitization services will be provided by Dealers as requested by the PIRELLI Care™ Customer by booking a dedicated appointment through the App. The puncture repair service is always linked to the declared vehicle and license plate, regardless of the brand/model/tire size. More information is available [at the following link](#).

When selecting one of the PIRELLI Care™ Packages With Tires, the PIRELLI Care™ Customer will also have the option of purchasing (fixing the applicable price) another set of Tires (with a different seasonality), it being understood that the fitting of the second set of Tires shall be within the first of the following events: the expiry of the payment plan relating to the first set, or 24 months from the fitting of the first set, if the payment plan relating to the first set expires later, subject to confirmation of the purchase by the PIRELLI Care™ Customer. The ancillary services described in the Smart Package will be applied to the second set of Tires.

In this case, the Package shall also include a seasonal storage service for a maximum of one set of Tires at a time, until expiry of the Package (and therefore until expiry of the payment plan for the second set of Tires).

In case of failure to fit within the aforementioned deadline, the PIRELLI Care™ Customer will not be bound to purchase the second set of Tires.

It is also possible to add a set of different seasonalities to the PIRELLI Care™ Package With Tires purchased. More information is provided in the section "ADDITIONAL INFORMATION FOR IF THE PIRELLI CARE™ CUSTOMER WISHES TO ADD A NEW SET OF DIFFERENT SEASONALITY TO THE PIRELLI CARE™ PACKAGE WITH TIRES PURCHASED".

### **WHAT ARE THE ADDITIONAL SERVICES THAT CAN BE ADDED?**

After purchasing one of the PIRELLI Care™ Packages, PIRELLI Care™ Customers will be able to add the following additional services:

- warranty extension on the Tire (upon purchase of a PIRELLI Care™ Package With Tires);
- seasonal storage. Currently the seasonal storage can only be purchased together with the purchase of a PIRELLI Care™ Package With Tires;
- electric charging service. The service can be purchased concurrently with or subsequent to the purchase of a PIRELLI Care™ Package With Tires, throughout the validity period of that package.

It is also possible to purchase it after purchasing a PIRELLI Care™ Easy Package, throughout the validity period of that package.

## **OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICES**

It is pointed out that the request for services included in the PIRELLI Care™ Packages and Additional Services may only refer to the vehicle(s) indicated during the purchase procedure of the PIRELLI Care™ Package. For roadside assistance and emergency service (included in the ["Easy" Package](#)) please see the specific limitations correlated to the vehicle.

- **Complete wheel alignment:** this consists in verifying the toe-in, camber and castor, front and rear, with zeroing of the vehicle's steering angle sensor. This is included in the "Superior" Package and will be performed when the Tires are fitted (including fitting of the second set of Tires purchased, if any).
- **Roadside assistance and Emergency service:** is a service provided by Europ Assistance Vai SpA throughout Europe (excluding breakdown, valid only in Italy), excluding countries in a state of declared or de facto belligerence. The service is provided on condition that the vehicle has been registered in Italy with Italian license plates and has a GVWR of up to 3,500 kg.  
Detailed information is included in the description of the [PIRELLI Care™ Easy Package](#) on the Website and on the App.
- **Vehicle check-up:** this consists in checking the pressure of the tires fitted and the spare wheel, visually checking the windows, wipers, checking the efficiency of the lighting systems, checking the horn, checking the level of fluids – engine oil, coolant and wiper water – and in verifying the expiration of the inspection. It is included in the "Superior" Package and in the "Easy" Package. In the "Superior" Package, the vehicle check-up will be performed when fitting the Tires (including fitting of the second set of Tires purchased, if any).
- **Seasonal storage:** this consists in the storage of tires requested through the selected dealer and also includes fitting, dismounting, wheel balancing and TPMS sensor reset. It is included in the PIRELLI Care™ Packages With Tires if the PIRELLI Care™ Customer decides to purchase 2 sets of Tires with different seasonality. Currently it can only be selected in conjunction with the purchase of one of the PIRELLI Care™ Packages With Tires.. The PIRELLI Care™ Customer may, at any time, request the return of the tires left in storage.
- **Tire Warranty Extension:** this consists in the repair and/or replacement (in case the repair is not possible) of the Tires purchased with a PIRELLI Care™ Package With Tires, without additional costs, in case of damage due to an accidental event, occurred until expiry of the payment plan of the PIRELLI Care™ Package With Tires purchased. The maximum number of interventions offered will be equal to the number of Tires included in the Pirelli Care™ Package With Tires purchased. It can be selected as an Additional Service.
- **TPMS Sensor Reset:** this consists in resetting the tire pressure warning light after fitting or after the warning light on the dashboard turns on.
- **Electric Charging:** consists of the possibility to charge electric vehicles through access to infrastructures for charging such vehicles (hereinafter "EVCI"), accessible to the public, owned or in any case managed by Enel X Way Italia S.r.l. for EVCI with AC/DC sockets of less than 100 kW. More information is available in the document "[DESCRIPTION OF THE ADDITIONAL ELECTRIC CHARGING SERVICE](#)".
- **Repairable Puncture Repair:** this is a service performed regardless of the brand/model/size of the tire mounted on the car. It does not cover potential replacement with a new tire. It is included in the "Easy" Package.
- **Vehicle sanitization:** this consists of the internal sanitization of the passenger compartment in order to reduce bad smells, viruses, bacteria, and dust mites. It is included in the "Superior" Package and in the "Easy" Package. In the "Superior" Package, the sanitization will be carried out when fitting the Tires (including fitting of the second set of Tires purchased, if any).

## **WHEN WILL THE SERVICES INCLUDED IN THE PIRELLI CARE™ OFFER BE PROVIDED?**

The services included in the PIRELLI Care™ Packages With Tires shall be provided at the time of fitting the purchased Tires (seasonal storage begins at the time of dismounting of the Tires for which storage is required and lasts for the duration of the payment plan provided for the relative PIRELLI Care™ Package With Tires, it also being understood that it will cease early if the PIRELLI Care™ Customer requests the early return of the stored set), except as specified below.

Vehicle check-up, complete wheel alignment and vehicle sanitization services, for "Superior" Package choices, and vehicle check-up and vehicle sanitization services, for "Easy" Package choices, may be repeated every time the PIRELLI Care™ Customer so requests, by booking a dedicated appointment through the App.

The extension of the warranty on the Tires may be requested at any time up to expiry of the payment plan of the PIRELLI Care™ Package with Tires purchased.

Puncture repair can be requested at any time during the validity of the "Easy" Package and can be repeated every time the PIRELLI Care™ Customer so requests, by booking a dedicated appointment through the App.

The roadside assistance and emergency service may be requested at any time during the validity of the "Easy" Package, by contacting Europ Assistance through the App.

The Additional Services purchased by the PIRELLI Care™ Customer outside of a Package will be provided from the moment of the request for the entire period requested by the PIRELLI Care™ Customer, with the clarifications indicated below with regard to the electric charging service.

The electric charging service may be used immediately if purchased at the same time as a PIRELLI Care™ Package With Tires. In all other cases, the electric charging service may be used 48 hours after the purchase.

## **OVERVIEW IF THE PIRELLI CARE™ CUSTOMER HAS SELECTED THE OPTION TO PURCHASE 2 SETS OF TIRES (SUMMER + WINTER)**

If the PIRELLI Care™ Customer exercises - when purchasing the PIRELLI Care™ Package With Tires - the option to purchase an additional set of Tires with different seasonality and requests the fitting of the second set of Tires within the expiry of the payment plan relating to the first set, or within 24 months from the fitting of the first set, if the payment plan relating to the first set expires afterwards, the PIRELLI Care™ Customer will receive two separate invoices for the same amount (the amount of which will have been defined taking into account the total value of both sets of Tires):

- the first following the fitting of the first set of Tires;
- the second following the fitting of the second set of Tires.

In the event that the PIRELLI Care™ Customer requests the fitting of the second set of Tires within the expiry of the payment plan for the first set, or within 24 months from the fitting of the first set, if the payment plan for the first set expires afterwards, the PIRELLI Care™ Customer will have to pay, in addition to the amount of the first invoice, also the amount of the second invoice. Payment of the amounts of the second invoice will begin following expiry of the last installment of the first invoice.

If the PIRELLI Care™ Customer does not request the fitting of the second set of Tires by the expiry of the payment plan for the first set, or within 24 months from the fitting of the first set, if the payment plan relating to the first set expires subsequently, after having exercised - when purchasing the Package - the option to purchase an additional set of Tires with different seasonality, the right to purchase the second set (at the price set at the time of purchase of the Package) will expire and in this case, the second invoice will not be issued. The PIRELLI Care™ Customer shall be required to pay the amounts still due relating to the first invoice, without changes.

The PIRELLI Care™ Customer may at any time request the return of the Tires left in storage. With the return, the storage obligation towards the PIRELLI Care™ Customer ceases, and the latter will not have the right to request reactivation of the storage, but will still be required to pay the Residual Amount, which can be paid in installments.

**ADDITIONAL INFORMATION FOR IF THE PIRELLI CARE™ CUSTOMER WISHES TO ADD A NEW SET OF DIFFERENT SEASONALITY TO THE PIRELLI CARE™ PACKAGE WITH TIRES PURCHASED**

In the event that the PIRELLI Care™ Customer has previously purchased a PIRELLI Care™ Package With Tires with only one set of Tires and as long as the payment plan is still active, it is possible to add another set of Tires of different seasonality, to be fitted within 8 months from purchase.

In case of failure to fit within the aforementioned term, the PIRELLI Care™ Customer will not be bound to the subsequent purchase.

The accessory services described in the PIRELLI Care™ Package already purchased with the addition of the Seasonal Deposit will be applied to the second set of Tires. If the PIRELLI Care™ Customer has already purchased the Seasonal Deposit as the Additional Service, it will no longer be required pay the relative amount from the moment the new monthly charge is received.

The new monthly charge for the new set of tires is calculated based on the driving preferences and the type of the PIRELLI Care™ Package With Tires previously indicated, and on the tires chosen by the PIRELLI Care™ Customer in such a way that the duration of the payment plan extends up to a maximum of 48 months.

The new monthly charge will start after the PIRELLI Care™ Customer has carried out the fitting of the second set and in any case, after the expiry of the charges relating to the first payment plan.

In the event that the PIRELLI Care™ Customer does not request the fitting of the second (additional) set of Tires within 8 months of purchase, the PIRELLI Care™ Customer will not be bound by said purchase and the second invoice will not be issued. The PIRELLI Care™ Customer shall be required to pay the amounts still due relating to the first invoice, without changes.

**OVERVIEW OF THE EXTENSION OF THE WARRANTY**

The extension of the warranty on Tires (hereinafter referred to as the “**PIRELLI CARE™ Warranty**”), offers the PIRELLI Care™ Customer the possibility to request, at no additional cost, the repair and/or replacement (in the event that repair is not possible) of the Tires purchased with a PIRELLI Care™ Package With Tires, in the event of damage due to an accidental event, occurring up to the expiry of the payment plan of the PIRELLI Care™ Package With Tires purchased. It is specified that the maximum number of interventions offered by the PIRELLI Care™ Warranty shall be equal to the number of Tires included in the PIRELLI Care™ Package With Tires purchased.

The PIRELLI Care™ Warranty starts from the first installation and has the same duration as the PIRELLI Care™ Package with Tires purchased.

The request to use the PIRELLI Care™ Warranty must be made by the PIRELLI Care™ Customer, as indicated in the App.

## **WHAT IS THE DIFFERENCE BETWEEN THE EXTENDED WARRANTY AND THE PUNCTURE REPAIR SERVICE?**

The PIRELLI Care™ Warranty covers the repair or replacement of the Tires (if the repair is not possible) purchased with one of the PIRELLI Care™ Packages with Tires.

The puncture repair service refers to the repair of punctured tires, as long as the damage is repairable, and does not include the replacement of the tires. It is linked to the purchase of a PIRELLI Care™ "Easy" package and is also performed on tires other than "PIRELLI" brand tires.

## **WHEN DOES THE PIRELLI CARE™ CUSTOMER BEGIN TO PAY, HOW MUCH AND FOR HOW LONG?**

The debiting of the first Monthly Amount relative to the PIRELLI Care™ Packages With Tires takes place on the last day of the month following installation of the Tires and will continue for the months of duration of the relative PIRELLI Care™ Package With Tires.

The Debiting of the Monthly Amount for the Additional Services and/or the Easy Package Amount shall occur on the last day of the month following activation and shall continue until their termination, or deactivation by the PIRELLI Care™ Customer (see relevant paragraphs), or withdrawal by Pirelli.

The PIRELLI Care™ Customer shall pay only the Monthly Amount correlated to the PIRELLI Care™ Packages and/or the selected Additional Services and/or the Easy Package Amount in case of purchase of the PIRELLI Care™ "Easy" Package. The Monthly Amount for the purchase in installments of Tires includes the share relating to the contribution for disposal of the Tires (ELT) and VAT, which will be stated separately on the invoice. The Easy Package Amount is always inclusive of VAT, which will be stated separately on the invoice.

The duration of the PIRELLI Care™ Package With Tires will depend on the type of Tire purchased, on whether the purchase option for the second set of Tires has been selected, on the indication of the driving profile ("Eco", "Comfort" or "Dynamic") and on the declaration of the average mileage traveled per year, made by the PIRELLI Care™ customer. On the basis of the aforementioned data, Pirelli will propose to the PIRELLI Care™ Customer, at the time of formulating the relative proposal, a period of duration of the relative PIRELLI Care™ Package With Tires. The duration of the PIRELLI Care™ Package With Tires coincides with the duration of the monthly payment plan.

## **CAN THE AMOUNTS AND/OR FEATURES OF THE PIRELLI CARE™ PACKAGES OR ADDITIONAL SERVICES CHANGE?**

The amounts due and/or features of the PIRELLI Care™ Packages or Additional Services for sale on the Website or on the App may be subject to change as indicated below.

For PIRELLI Care™ Packages With Tires, the aforementioned changes will only apply for purchases made after the date of the change.

For Additional Services and for the "Easy" PIRELLI Care™ Package, any changes may be made by Pirelli during the provision of Additional Services and/or the PIRELLI Care™ Package With Tires already purchased, with notice of at least 30 days, communicated to the PIRELLI Care™ Customer by email. The PIRELLI Care™ Customer may withdraw, without further charges, within 30 days following receipt of the aforementioned communication, through the procedure described in the general terms and conditions of sale and on the App.

If the Additional Service that is the subject of the communication consists in the storage of the tires, and the PIRELLI Care™ Customer has communicated withdrawal, the PIRELLI Care™ Customer shall collect the tires stored at the selected dealer within 30 days of sending the notice of withdrawal. If the PIRELLI Care™ Customer shall not proceed with collection by that date, PIRELLI will have the right to charge the additional costs incurred by it for storage of the tires until the actual collection date, and, after a further 30 days, from the date on which the PIRELLI Care™ Customer could have proceeded with withdrawal, it will also have the right to arrange for the disposal of the tires, at its own initiative but at the expense of the PIRELLI Care™ Customer, without any obligation to provide further communications.

### **WHERE CAN THE PARTICIPATING DEALERS BE FOUND?**

You can locate participating dealers on the Website (in the "View participating dealers on map" section) and on the App.

### **WHAT IS THE ACCEPTED PAYMENT METHOD?**

Major credit cards and PayPal. Additional prepaid or rechargeable payment instruments are not permitted

### **IS IT POSSIBLE TO DEACTIVATE PIRELLI CARE™ PACKAGES AND/OR ADDITIONAL SERVICES? WHAT ARE THE CONSEQUENCES?**

The PIRELLI Care™ Customer can deactivate the selected Package and/or Additional Services at any time.

In case of deactivation of a PIRELLI Care™ Package With Tires, the PIRELLI Care™ Customer will have to make the immediate payment of a total amount equal to the Monthly Amounts not yet expired of the amount of the purchased Package ("Residual Amount"). This will be done by debiting the Residual Amount on the credit card communicated by the PIRELLI Care™ Customer or debiting the PayPal account for the purpose of billing the Monthly Amount on the last day of the month in which deactivation was requested.

In this case, the duration of the PIRELLI Care™ Package With Tires will cease with the payment of the Residual Amount and, if necessary, with the provision to the PIRELLI Care™ Customer, for collection, of any Tires in storage.

In case of deactivation of the Additional Services and/or the PIRELLI Care™ Package With Tires, the PIRELLI Care™ Customer will no longer be charged with effect from the month following that of deactivation. The PIRELLI Care™ Customer will always have the possibility to request the purchase of Additional Packages and Services in the future.

### **WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE BEFORE EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

The PIRELLI Care™ Customer will have to continue to pay the Monthly Amounts still due for the PIRELLI Care™ Packages With Tires.

### **WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE AFTER EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

Upon expiry of the payment plan of the selected PIRELLI Care™ Package With Tires, no other payment will be required from the PIRELLI Care™ Customer. The PIRELLI Care™ Customer will receive monthly charges

only for the Additional Services and/or the PIRELLI Care™ "Easy" Package that are still active and will be able to make new purchases of PIRELLI Care™ Packages and Additional Services.

### **BY ADHERING TO THE PIRELLI CARE™ OFFER, IS IT POSSIBLE TO PURCHASE TIRES OF ANY SIZE?**

Yes, you can buy Tires of any size.

### **IS IT POSSIBLE TO ADD ONE OR MORE VEHICLES?**

It is possible to add other vehicles to an existing account (in the "Garage" section of the App), to purchase new PIRELLI Care™ Packages and Additional Services for said vehicle/s. PIRELLI Care™ Packages and Additional Services can only refer to the vehicle for which they were purchased and cannot be transferred to or used for any other vehicles added.

### **WHO PROVIDES THE SERVICES?**

The services included in the purchased PIRELLI Care™ Packages and/or Additional Services will be provided - where applicable - through the dealer chosen by the PIRELLI Care™ Customer from those indicated in the appropriate section of the Website and/or the App.

Roadside assistance and emergency service, included in the PIRELLI Care™ "Easy" Package, is provided through Europ Assistance Vai S.p.A.

The electric charging service is provided through access to electric vehicle charging infrastructure, accessible to the public, owned or in any case managed by Enel X Way Italia S.r.l.

### **WHAT PERSONAL DATA IS REQUESTED IN THE CONTEXT OF THE PIRELLI CARE™ OFFER?**

- **Driving style:** You will be asked to choose a driving style from the three proposed ("Eco", "Comfort" or "Dynamic"), which will allow Pirelli to formulate an offer consistent with the options selected by the user.
- **Kilometers traveled per year:** the user will be asked to specify how many kilometers (in thousands) s/he intends to travel in a year, in order to allow Pirelli to formulate an offer consistent with what the user has declared.
- **Vehicle license plate:** the user will be asked for the vehicle's license plate when configuring the offer.

To purchase one of the Packages, becoming a PIRELLI Care™ Customer, the user will also be required to create a valid user profile by filling in the following mandatory fields, all of which are necessary to complete the process:

- Email
- Name and Surname
- Password
- Telephone no.
- Date of birth
- Tax Code or VAT number
- Address (Street and number)
- Zip code

- City
- Province
- Country
- Method of payment: the PIRELLI Care™ Customer is required to provide the information necessary for the correct purposes of billing the Monthly Amount and the Easy Package Amount. Once the details relating to the selected method of payment have been provided, the PIRELLI Care™ Customer is redirected to the respective web forms to confirm the payment data (card holder name, credit card number, expiration date).

### **HOW TO REQUEST THE FITTING OF THE TIRES AND THE PROVISION OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGE WITH TIRES PURCHASED**

To request the fitting of the Tires and the provision of the services included in the PIRELLI Care™ Package With Tires purchased, the PIRELLI Care™ Customer shall select a dealer from among those indicated on the App to request an appointment. Within 90 (ninety) days from the date of confirmation of the purchase choice of the relative PIRELLI Care™ Package With Tires, the PIRELLI Care™ Customer shall select an appointment date (which may also be for a date after 90 days).

If the dealer does not respond to the PIRELLI Care™ Customer's request, the PIRELLI Care™ Customer will be contacted by customer service which will propose a different dealer.

The PIRELLI Care™ Customer undertakes to come to the appointment at the date and time of appointment confirmed by PIRELLI.

It will be possible to make an appointment starting from the third (3rd) calendar day with respect to the date of confirmation of the purchase choices for a PIRELLI Care™ Package With Tires.

### **WHAT IS IT POSSIBLE TO DO WITH THE APP ONCE THE PIRELLI CARE™ OFFER HAS BEEN ACTIVATED?**

Once the PIRELLI Care™ offer has been activated (through the Website or the App) it will be possible, solely via the App to:

- make changes, where permitted, to the PIRELLI Care™ Packages and/or Additional Services;
- add one or more vehicles to an account already created;
- manage the booking of Additional Services;
- make requests for services included in the PIRELLI Care™ packages;
- request an appointment at the selected dealer and receive notifications of confirmation/modification of the appointment time and date;
- receive notifications on the provision of the requested services and provide feedback on the quality of the service received;
- view the driving style and the annual mileage declared at the time of purchase of the PIRELLI Care™ Package; Pirelli reserves the right, directly or through its dealers, to check the km traveled with the Tires by the PIRELLI Care™ Customer (registration of the km of the car when it is at the point of sale);

- modify the selected dealer, choosing one of those present on the Website and on the App;
- update the payment method;
- display the status of payments made;
- contact PIRELLI Care™ customer service for support requests;
- waive the provision of the services included in the PIRELLI Care™ Packages or included in the Additional Services of which you have not yet benefited and/or request their early termination.

Purchases can be made both on the Site and on the App.

**CAN I TRANSFER MY RIGHTS AND OBLIGATIONS RELATING TO THE TIRES AND/OR SERVICES PURCHASED TO OTHER CUSTOMERS?**

No, this is not possible.

**WHAT IS THE PROCEDURE FOR REQUESTING AN INSPECTION OF THE TIRES PURCHASED WITH THE PIRELLI CARE™ OFFER?**

To request the inspection of one or more Tires purchased with the PIRELLI Care™ offer, it is necessary to complete the form in its entirety available via the [following link](#) and send it to the following email address [support@pirellicare.com](mailto:support@pirellicare.com).

After sending the form, a generic appointment can be requested at a Dealer via the App, in order to verify the presence of defects or non-conformities in the Tire(s) subject to the inspection request.

**HOW CAN THE RIGHT OF WITHDRAWAL BE EXERCISED?**

The Consumer who intends to exercise the right of withdrawal shall complete the form in its entirety available via the [following link](#) and send it - within 14 (fourteen) days following the fitting of the Tires purchased with the PIRELLI Care™ offer - to PIRELLI, in one of the following ways:

- email: [support@pirellicare.com](mailto:support@pirellicare.com)
- by FAX: to the number 800.016.614
- Registered letter with return receipt to the address:  
Pirelli Tyre S.p.A.  
c/o Contact Center  
Viale Piero and Alberto Pirelli, 25 20126 – Milan  
or Certified Email Address: [pirellityre.pecri@pec.pirelli.it](mailto:pirellityre.pecri@pec.pirelli.it)

The Consumer will receive an email from PIRELLI confirming receipt of communication.

\*\*\* END OF DOCUMENT \*\*\*

## PIRELLI CARE

### SUMMARY DOCUMENT RELATIVE TO OFFER TO THE PUBLIC TO BE CONVERTED INTO Q&A FOR WEBSITE AND APP – ITALY

#### WHICH PURCHASES DOES THIS DOCUMENT APPLY TO?

This document applies to purchases made on or after 15 December 2022. For purchases made previously, you can consult the document in force when you made your purchase by [clicking here](#).

#### **WHAT DOES THE PIRELLI CARE™ OFFER INCLUDE?**

The PIRELLI Care™ offer is designed to improve the purchasing experience and the use of products and services correlated to the world of mobility; the offer is promoted by Pirelli Tyre S.p.A. ("Pirelli"), allows those who adhere (the "**PIRELLI Care™ Customer**") to purchase two different types of packages (jointly referred to as the "**PIRELLI Care™ Packages**).

The first type refers to the purchase of one or more sets of 4 tires bearing Pirelli Group brands (the "**Tires**") and the provision of certain services relating to the Tires and/or the vehicle on which such Tires are fitted, selected from a series of options proposed by PIRELLI based on the characteristics of the vehicle (identified by registration plate, brand, model, version and year of registration) as well as the declared driving style and annual mileage (the "**PIRELLI Care™ Package With Tires**"), paying a sum in monthly installments without interest and/or other charges (the "**Monthly Amount**"). There are currently two different PIRELLI Care™ Packages With Tires, as further detailed in the section "**WHAT ARE THE TYPES OF PIRELLI CARE™ PACKAGES?**"

The second type refers to the purchase of a selection of services correlated to mobility, without the need to purchase Tires (the "**PIRELLI Care™ Easy Package**" or "**Easy Package**"), paying a fixed monthly amount (the "**Easy Package Amount**").

The PIRELLI Care™ Customer may also: (i) purchase additional services such as "extended warranty", "seasonal storage" and "electric charging" (the "**Additional Services**") as described on the Website and App (as defined below), and

(iii) be regularly informed, through the App and the Website, about Pirelli's news, including any potential promotions dedicated to PIRELLI Care™ Customers.

#### **WHO CAN ADHERE TO THE PIRELLI CARE™ OFFER AND HOW?**

Both natural persons and final consumers can adhere to the PIRELLI Care™ offer, as defined pursuant to Legislative Decree no. 206, of September 6, 2005, as amended (the "**Consumer Code**"), and those who act for purposes related to their entrepreneurial, commercial, craft, or professional activity.

The PIRELLI Care™ offer is accessible through a dedicated website (the "**Website**") and a dedicated app, which can be downloaded for free from the Google Play Store and Apple Store (the "**App**").

The PIRELLI Care™ offer can be adhered to on the Website and on the App via an entirely digital path that will allow the PIRELLI Care™ Customer to set up the offer in just a few clicks.

PIRELLI Care™ Customers can also go to the point of sale of the dealer selected from those indicated on the Website and on the App, to receive support during the digital path in building the PIRELLI Care™ offer and in the choice that best suits their needs.

## **WHAT ARE THE TYPES OF PIRELLI™ CARE PACKAGES?**

The different types of **PIRELLI Care™ Packages** are:

PIRELLI Care™ Packages with Tires:

- **"SMART" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App, and the execution of the following ancillary services: removal, fitting, balancing and reset of TPMS sensors, to be carried out at the same time as the fitting of the set of tires purchased.
- **"SUPERIOR" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App and the execution of the services included in the "Smart" Package, in addition to the following additional services: additional breakdown and roadside assistance, vehicle check-up, complete wheel alignment and vehicle sanitization (as described in the section "OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICES"). The vehicle check-up, complete set-up and sanitization services will be carried out when the Tires are fitted (including fitting of the second set of Tires purchased, if any).

PIRELLI Care™ Packages without Tires

- **"EASY" Package:** this includes the following services: roadside assistance and emergency service provided by Europ Assistance Vai S.p.A., tire puncture repair, vehicle check-up and sanitization, with unlimited access. Tire puncture repair, vehicle check-up and vehicle sanitization services will be provided by Dealers as requested by the PIRELLI Care™ Customer by booking a dedicated appointment through the App. The puncture repair service is always linked to the declared vehicle and license plate, regardless of the brand/model/tire size. More information is available [at the following link](#).

When selecting one of the PIRELLI Care™ Packages With Tires, the PIRELLI Care™ Customer will also have the option of purchasing (fixing the applicable price) another set of Tires (with a different seasonality), it being understood that the fitting of the second set of Tires shall be within the first of the following events: the expiry of the payment plan relating to the first set, or 24 months from the fitting of the first set, if the payment plan relating to the first set expires later, subject to confirmation of the purchase by the PIRELLI Care™ Customer. The ancillary services described in the Smart Package will be applied to the second set of Tires.

In this case, the Package shall also include a seasonal storage service for a maximum of one set of Tires at a time, until expiry of the Package (and therefore until expiry of the payment plan for the second set of Tires).

In case of failure to fit within the aforementioned deadline, the PIRELLI Care™ Customer will not be bound to purchase the second set of Tires.

It is also possible to add a set of different seasonalities to the PIRELLI Care™ Package With Tires purchased. More information is provided in the section "ADDITIONAL INFORMATION FOR IF THE PIRELLI CARE™ CUSTOMER WISHES TO ADD A NEW SET OF DIFFERENT SEASONALITY TO THE PIRELLI CARE™ PACKAGE WITH TIRES PURCHASED".

## **WHAT ARE THE ADDITIONAL SERVICES THAT CAN BE ADDED?**

After purchasing one of the PIRELLI Care™ Packages, PIRELLI Care™ Customers will be able to add the following additional services:

- (iv) warranty extension on the Tire (upon purchase of a PIRELLI Care™ Package With Tires);

- (v) seasonal storage. Currently the seasonal storage can only be purchased together with the purchase of a PIRELLI Care™ Package With Tires;
- (vi) electric charging service. The service can be purchased concurrently with or subsequent to the purchase of a PIRELLI Care™ Package With Tires, throughout the validity period of that package. It is also possible to purchase it after purchasing a PIRELLI Care™ Easy Package, throughout the validity period of that package.

## **OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICES**

It is pointed out that the request for services included in the PIRELLI Care™ Packages and Additional Services may only refer to the vehicle(s) indicated during the purchase procedure of the PIRELLI Care™ Package. For roadside assistance and emergency service (included in the PIRELLI Care™ "Easy" and "Superior") please see the specific limitations correlated to the vehicle.

- **Complete wheel alignment:** this consists in verifying the toe-in, camber and castor, front and rear, with zeroing of the vehicle's steering angle sensor. This is included in the "Superior" Package and will be performed when the Tires are fitted (including fitting of the second set of Tires purchased, if any).
- **Roadside assistance and Emergency service:** is a service provided by Europ Assistance Vai SpA throughout Europe (excluding breakdown, valid only in Italy), excluding countries in a state of declared or de facto belligerence. The service is provided on condition that the vehicle has been registered in Italy with Italian license plates and has a GVWR of up to 3,500 kg. Detailed information is included in the description of the "[Breakdown and Roadside Assistance](#)" on the Website and on the App.
- **Vehicle check-up:** this consists in checking the pressure of the tires fitted and the spare wheel, visually checking the windows, wipers, checking the efficiency of the lighting systems, checking the horn, checking the level of fluids – engine oil, coolant and wiper water – and in verifying the expiration of the inspection. It is included in the "Superior" Package and in the "Easy" Package. In the "Superior" Package, the vehicle check-up will be performed when fitting the Tires (including fitting of the second set of Tires purchased, if any).
- **Seasonal storage:** this consists in the storage of tires requested through the selected dealer and also includes fitting, dismounting, wheel balancing and TPMS sensor reset. It is included in the PIRELLI Care™ Packages With Tires if the PIRELLI Care™ Customer decides to purchase 2 sets of Tires with different seasonality. Currently it can only be selected in conjunction with the purchase of one of the PIRELLI Care™ Packages With Tires.. The PIRELLI Care™ Customer may, at any time, request the return of the tires left in storage.
- **Tire Warranty Extension:** this consists in the repair and/or replacement (in case the repair is not possible) of the Tires purchased with a PIRELLI Care™ Package With Tires, without additional costs, in case of damage due to an accidental event, occurred until expiry of the payment plan of the PIRELLI Care™ Package With Tires purchased. The maximum number of interventions offered will be equal to the number of Tires included in the Pirelli Care™ Package With Tires purchased. It can be selected as an Additional Service.
- **TPMS Sensor Reset:** this consists in resetting the tire pressure warning light after fitting or after the warning light on the dashboard turns on.
- **Electric Charging:** consists of the possibility to charge electric vehicles through access to infrastructures for charging such vehicles (hereinafter "EVCI"), accessible to the public, owned or in any case managed by Enel X Way Italia S.r.l. for EVCI with AC/DC sockets of less than 100 kW. More information is available in the document "[DESCRIPTION OF THE ADDITIONAL ELECTRIC CHARGING SERVICE](#)".

- **Repairable Puncture Repair:** this is a service performed regardless of the brand/model/size of the tire mounted on the car. It does not cover potential replacement with a new tire. It is included in the "Easy" Package.
- **Vehicle sanitization:** this consists of the internal sanitization of the passenger compartment in order to reduce bad smells, viruses, bacteria, and dust mites. It is included in the "Superior" Package and in the "Easy" Package. In the "Superior" Package, the sanitization will be carried out when fitting the Tires (including fitting of the second set of Tires purchased, if any).

### **WHEN WILL THE SERVICES INCLUDED IN THE PIRELLI CARE™ OFFER BE PROVIDED?**

The services included in the PIRELLI Care™ Packages With Tires shall be provided at the time of fitting the purchased Tires (seasonal storage begins at the time of dismounting of the Tires for which storage is required and lasts for the duration of the payment plan provided for the relative PIRELLI Care™ Package With Tires, it also being understood that it will cease early if the PIRELLI Care™ Customer requests the early return of the stored set), except as specified below.

Vehicle check-up, complete wheel alignment and vehicle sanitization services, for "Superior" Package choices, and vehicle check-up and vehicle sanitization services, for "Easy" Package choices, may be repeated every time the PIRELLI Care™ Customer so requests, by booking a dedicated appointment through the App.

The extension of the warranty on the Tires may be requested at any time up to expiry of the payment plan of the PIRELLI Care™ Package with Tires purchased.

Puncture repair can be requested at any time during the validity of the "Easy" Package and can be repeated every time the PIRELLI Care™ Customer so requests, by booking a dedicated appointment through the App.

The roadside assistance and emergency service may be requested at any time during the validity of the "Easy" Package, by contacting Europ Assistance through the App.

The Additional Services purchased by the PIRELLI Care™ Customer outside of a Package will be provided from the moment of the request for the entire period requested by the PIRELLI Care™ Customer, with the clarifications indicated below with regard to the electric charging service.

The electric charging service may be used immediately if purchased at the same time as a PIRELLI Care™ Package With Tires. In all other cases, the electric charging service may be used 48 hours after the purchase.

### **OVERVIEW IF THE PIRELLI CARE™ CUSTOMER HAS SELECTED THE OPTION TO PURCHASE 2 SETS OF TIRES (SUMMER + WINTER)**

If the PIRELLI Care™ Customer exercises - when purchasing the PIRELLI Care™ Package With Tires - the option to purchase an additional set of Tires with different seasonality and requests the fitting of the second set of Tires within the expiry of the payment plan relating to the first set, or within 24 months from the fitting of the first set, if the payment plan relating to the first set expires afterwards, the PIRELLI Care™ Customer will receive two separate invoices for the same amount (the amount of which will have been defined taking into account the total value of both sets of Tires):

- the first following the fitting of the first set of Tires;
- the second following the fitting of the second set of Tires.

In the event that the PIRELLI Care™ Customer requests the fitting of the second set of Tires within the expiry of the payment plan for the first set, or within 24 months from the fitting of the first set, if the payment plan for the first set expires afterwards, the PIRELLI Care™ Customer will have to pay, in addition to the amount of the first invoice, also the amount of the second invoice. Payment of the amounts of the second invoice will begin following expiry of the last installment of the first invoice.

If the PIRELLI Care™ Customer does not request the fitting of the second set of Tires by the expiry of the payment plan for the first set, or within 24 months from the fitting of the first set, if the payment plan relating to the first set expires subsequently, after having exercised - when purchasing the Package - the option to purchase an additional set of Tires with different seasonality, the right to purchase the second set (at the price set at the time of purchase of the Package) will expire and in this case, the second invoice will not be issued. The PIRELLI Care™ Customer shall be required to pay the amounts still due relating to the first invoice, without changes.

The PIRELLI Care™ Customer may at any time request the return of the Tires left in storage. With the return, the storage obligation towards the PIRELLI Care™ Customer ceases, and the latter will not have the right to request reactivation of the storage, but will still be required to pay the Residual Amount, which can be paid in installments.

**ADDITIONAL INFORMATION FOR IF THE PIRELLI CARE™ CUSTOMER WISHES TO ADD A NEW SET OF DIFFERENT SEASONALITY TO THE PIRELLI CARE™ PACKAGE WITH TIRES PURCHASED**

In the event that the PIRELLI Care™ Customer has previously purchased a PIRELLI Care™ Package With Tires with only one set of Tires and as long as the payment plan is still active, it is possible to add another set of Tires of different seasonality, to be fitted within 8 months from purchase.

In case of failure to fit within the aforementioned term, the PIRELLI Care™ Customer will not be bound to the subsequent purchase.

The accessory services described in the PIRELLI Care™ Package already purchased with the addition of the Seasonal Deposit will be applied to the second set of Tires. If the PIRELLI Care™ Customer has already purchased the Seasonal Deposit as the Additional Service, it will no longer be required pay the relative amount from the moment the new monthly charge is received.

The new monthly charge for the new set of tires is calculated based on the driving preferences and the type of the PIRELLI Care™ Package With Tires previously indicated, and on the tires chosen by the PIRELLI Care™ Customer in such a way that the duration of the payment plan extends up to a maximum of 48 months.

The new monthly charge will start after the PIRELLI Care™ Customer has carried out the fitting of the second set and in any case, after the expiry of the charges relating to the first payment plan.

In the event that the PIRELLI Care™ Customer does not request the fitting of the second (additional) set of Tires within 8 months of purchase, the PIRELLI Care™ Customer will not be bound by said purchase and the second invoice will not be issued. The PIRELLI Care™ Customer shall be required to pay the amounts still due relating to the first invoice, without changes.

**OVERVIEW OF THE EXTENSION OF THE WARRANTY**

The extension of the warranty on Tires (hereinafter referred to as the “**PIRELLI CARE™ Warranty**”), offers the PIRELLI Care™ Customer the possibility to request, at no additional cost, the repair and/or replacement (in the event that repair is not possible) of the Tires purchased with a PIRELLI Care™ Package With Tires, in the event of damage due to an accidental event, occurring up to the expiry of the payment plan of the PIRELLI Care™ Package With Tires purchased. It is specified that the maximum number of interventions offered by the PIRELLI Care™ Warranty shall be equal to the number of Tires included in the PIRELLI Care™ Package With Tires purchased.

The PIRELLI Care™ Warranty starts from the first installation and has the same duration as the PIRELLI Care™ Package with Tires purchased.

The request to use the PIRELLI Care™ Warranty must be made by the PIRELLI Care™ Customer, as indicated in the App.

### **WHAT IS THE DIFFERENCE BETWEEN THE EXTENDED WARRANTY AND THE PUNCTURE REPAIR SERVICE?**

The PIRELLI Care™ Warranty covers the repair or replacement of the Tires (if the repair is not possible) purchased with one of the PIRELLI Care™ Packages with Tires.

The puncture repair service refers to the repair of punctured tires, as long as the damage is repairable, and does not include the replacement of the tires. It is linked to the purchase of a PIRELLI Care™ "Easy" package and is also performed on tires other than "PIRELLI" brand tires.

### **WHEN DOES THE PIRELLI CARE™ CUSTOMER BEGIN TO PAY, HOW MUCH AND FOR HOW LONG?**

The debiting of the first Monthly Amount relative to the PIRELLI Care™ Packages With Tires takes place on the last day of the month following installation of the Tires and will continue for the months of duration of the relative PIRELLI Care™ Package With Tires.

The Debiting of the Monthly Amount for the Additional Services and/or the Easy Package Amount shall occur on the last day of the month following activation and shall continue until their termination, or deactivation by the PIRELLI Care™ Customer (see relevant paragraphs), or withdrawal by Pirelli.

The PIRELLI Care™ Customer shall pay only the Monthly Amount correlated to the PIRELLI Care™ Packages and/or the selected Additional Services and/or the Easy Package Amount in case of purchase of the PIRELLI Care™ "Easy" Package. The Monthly Amount for the purchase in installments of Tires includes the share relating to the contribution for disposal of the Tires (ELT) and VAT, which will be stated separately on the invoice. The Easy Package Amount is always inclusive of VAT, which will be stated separately on the invoice.

The duration of the PIRELLI Care™ Package With Tires will depend on the type of Tire purchased, on whether the purchase option for the second set of Tires has been selected, on the indication of the driving profile ("Eco", "Comfort" or "Dynamic") and on the declaration of the average mileage traveled per year, made by the PIRELLI Care™ customer. On the basis of the aforementioned data, Pirelli will propose to the PIRELLI Care™ Customer, at the time of formulating the relative proposal, a period of duration of the relative PIRELLI Care™ Package With Tires. The duration of the PIRELLI Care™ Package With Tires coincides with the duration of the monthly payment plan.

### **CAN THE AMOUNTS AND/OR FEATURES OF THE PIRELLI CARE™ PACKAGES OR ADDITIONAL SERVICES CHANGE?**

The amounts due and/or features of the PIRELLI Care™ Packages or Additional Services for sale on the Website or on the App may be subject to change as indicated below.

For PIRELLI Care™ Packages With Tires, the aforementioned changes will only apply for purchases made after the date of the change.

For Additional Services and for the "Easy" PIRELLI Care™ Package, any changes may be made by Pirelli during the provision of Additional Services and/or the PIRELLI Care™ Package With Tires already purchased, with notice of at least 30 days, communicated to the PIRELLI Care™ Customer by email. The PIRELLI Care™ Customer may withdraw, without further charges, within 30 days following receipt of the aforementioned communication, through the procedure described in the general terms and conditions of sale and on the App.

If the Additional Service that is the subject of the communication consists in the storage of the tires, and the PIRELLI Care™ Customer has communicated withdrawal, the PIRELLI Care™ Customer shall collect the tires stored at the selected dealer within 30 days of sending the notice of withdrawal. If the PIRELLI Care™ Customer shall not proceed with collection by that date, PIRELLI will have the right to charge the additional costs incurred by it for storage of the tires until the actual collection date, and, after a further 30 days, from the date on which the PIRELLI Care™ Customer could have proceeded with withdrawal, it will also have the right to arrange for the disposal of the tires, at its own initiative but at the expense of the PIRELLI Care™ Customer, without any obligation to provide further communications.

### **WHERE CAN THE PARTICIPATING DEALERS BE FOUND?**

You can locate participating dealers on the Website (in the "View participating dealers on map" section) and on the App.

### **WHAT IS THE ACCEPTED PAYMENT METHOD?**

Major credit cards and PayPal. Additional prepaid or rechargeable payment instruments are not permitted

### **IS IT POSSIBLE TO DEACTIVATE PIRELLI CARE™ PACKAGES AND/OR ADDITIONAL SERVICES? WHAT ARE THE CONSEQUENCES?**

The PIRELLI Care™ Customer can deactivate the selected Package and/or Additional Services at any time.

In case of deactivation of a PIRELLI Care™ Package With Tires, the PIRELLI Care™ Customer will have to make the immediate payment of a total amount equal to the Monthly Amounts not yet expired of the amount of the purchased Package ("**Residual Amount**"). This will be done by debiting the Residual Amount on the credit card communicated by the PIRELLI Care™ Customer or debiting the PayPal account for the purpose of billing the Monthly Amount on the last day of the month in which deactivation was requested.

In this case, the duration of the PIRELLI Care™ Package With Tires will cease with the payment of the Residual Amount and, if necessary, with the provision to the PIRELLI Care™ Customer, for collection, of any Tires in storage.

In case of deactivation of the Additional Services and/or the PIRELLI Care™ Package With Tires, the PIRELLI Care™ Customer will no longer be charged with effect from the month following that of deactivation. The PIRELLI Care™ Customer will always have the possibility to request the purchase of Additional Packages and Services in the future.

### **WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE BEFORE EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

The PIRELLI Care™ Customer will have to continue to pay the Monthly Amounts still due for the PIRELLI Care™ Packages With Tires.

## **WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE AFTER EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

Upon expiry of the payment plan of the selected PIRELLI Care™ Package With Tires, no other payment will be required from the PIRELLI Care™ Customer. The PIRELLI Care™ Customer will receive monthly charges only for the Additional Services and/or the PIRELLI Care™ "Easy" Package that are still active and will be able to make new purchases of PIRELLI Care™ Packages and Additional Services.

## **BY ADHERING TO THE PIRELLI CARE™ OFFER, IS IT POSSIBLE TO PURCHASE TIRES OF ANY SIZE?**

Yes, you can buy Tires of any size.

## **IS IT POSSIBLE TO ADD ONE OR MORE VEHICLES?**

It is possible to add other vehicles to an existing account (in the "Garage" section of the App), to purchase new PIRELLI Care™ Packages and Additional Services for said vehicle/s. PIRELLI Care™ Packages and Additional Services can only refer to the vehicle for which they were purchased and cannot be transferred to or used for any other vehicles added.

## **WHO PROVIDES THE SERVICES?**

The services included in the purchased PIRELLI Care™ Packages and/or Additional Services will be provided - where applicable - through the dealer chosen by the PIRELLI Care™ Customer from those indicated in the appropriate section of the Website and/or the App.

Roadside assistance and emergency service, included in the PIRELLI Care™ "Easy" Package, is provided through Europ Assistance Vai S.p.A.

The electric charging service is provided through access to electric vehicle charging infrastructure, accessible to the public, owned or in any case managed by Enel X Way Italia S.r.l.

## **WHAT PERSONAL DATA IS REQUESTED IN THE CONTEXT OF THE PIRELLI CARE™ OFFER?**

- **Driving style:** You will be asked to choose a driving style from the three proposed ("Eco", "Comfort" or "Dynamic"), which will allow Pirelli to formulate an offer consistent with the options selected by the user.
- **Kilometers traveled per year:** the user will be asked to specify how many kilometers (in thousands) s/he intends to travel in a year, in order to allow Pirelli to formulate an offer consistent with what the user has declared.
- **Vehicle license plate:** the user will be asked for the vehicle's license plate when configuring the offer.

To purchase one of the Packages, becoming a PIRELLI Care™ Customer, the user will also be required to create a valid user profile by filling in the following mandatory fields, all of which are necessary to complete the process:

- Email
- Name and Surname

- Password
- Telephone no.
- Date of birth
- Tax Code or VAT number
- Address (Street and number)
- Zip code
- City
- Province
- Country
- Method of payment: the PIRELLI Care™ Customer is required to provide the information necessary for the correct purposes of billing the Monthly Amount and the Easy Package Amount. Once the details relating to the selected method of payment have been provided, the PIRELLI Care™ Customer is redirected to the respective web forms to confirm the payment data (card holder name, credit card number, expiration date).

### **HOW TO REQUEST THE FITTING OF THE TIRES AND THE PROVISION OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGE WITH TIRES PURCHASED**

To request the fitting of the Tires and the provision of the services included in the PIRELLI Care™ Package With Tires purchased, the PIRELLI Care™ Customer shall select a dealer from among those indicated on the App to request an appointment. Within 90 (ninety) days from the date of confirmation of the purchase choice of the relative PIRELLI Care™ Package With Tires, the PIRELLI Care™ Customer shall select an appointment date (which may also be for a date after 90 days).

If the dealer does not respond to the PIRELLI Care™ Customer's request, the PIRELLI Care™ Customer will be contacted by customer service which will propose a different dealer.

The PIRELLI Care™ Customer undertakes to come to the appointment at the date and time of appointment confirmed by PIRELLI.

It will be possible to make an appointment starting from the third (3rd) calendar day with respect to the date of confirmation of the purchase choices for a PIRELLI Care™ Package With Tires.

### **WHAT IS IT POSSIBLE TO DO WITH THE APP ONCE THE PIRELLI CARE™ OFFER HAS BEEN ACTIVATED?**

Once the PIRELLI Care™ offer has been activated (through the Website or the App) it will be possible, solely via the App to:

- make changes, where permitted, to the PIRELLI Care™ Packages and/or Additional Services;
- add one or more vehicles to an account already created;
- manage the booking of Additional Services;
- make requests for services included in the PIRELLI Care™ packages;
- request an appointment at the selected dealer and receive notifications of confirmation/modification of the appointment time and date;

- receive notifications on the provision of the requested services and provide feedback on the quality of the service received;
- view the driving style and the annual mileage declared at the time of purchase of the PIRELLI Care™ Package; Pirelli reserves the right, directly or through its dealers, to check the km traveled with the Tires by the PIRELLI Care™ Customer (registration of the km of the car when it is at the point of sale);
- modify the selected dealer, choosing one of those present on the Website and on the App;
- update the payment method;
- display the status of payments made;
- contact PIRELLI Care™ customer service for support requests;
- waive the provision of the services included in the PIRELLI Care™ Packages or included in the Additional Services of which you have not yet benefited and/or request their early termination.

Purchases can be made both on the Site and on the App.

#### **CAN I TRANSFER MY RIGHTS AND OBLIGATIONS RELATING TO THE TIRES AND/OR SERVICES PURCHASED TO OTHER CUSTOMERS?**

No, this is not possible.

#### **WHAT IS THE PROCEDURE FOR REQUESTING AN INSPECTION OF THE TIRES PURCHASED WITH THE PIRELLI CARE™ OFFER?**

To request the inspection of one or more Tires purchased with the PIRELLI Care™ offer, it is necessary to complete the form in its entirety available via the [following link](#) and send it to the following email address [support@pirellicare.com](mailto:support@pirellicare.com).

After sending the form, a generic appointment can be requested at a Dealer via the App, in order to verify the presence of defects or non-conformities in the Tire(s) subject to the inspection request.

#### **HOW CAN THE RIGHT OF WITHDRAWAL BE EXERCISED?**

The Consumer who intends to exercise the right of withdrawal shall complete the form in its entirety available via the [following link](#) and send it - within 14 (fourteen) days following the fitting of the Tires purchased with the PIRELLI Care™ offer - to PIRELLI, in one of the following ways:

- email: [support@pirellicare.com](mailto:support@pirellicare.com)
- by FAX: to the number 800.016.614
- Registered letter with return receipt to the address:  
Pirelli Tyre S.p.A.  
c/o Contact Center  
Viale Piero and Alberto Pirelli, 25 20126 – Milan

IN FORCE FOR THE PERIOD: 15 December 2022 – 14 February 2023

or Certified Email Address: pirellityre.pecri@pec.pirelli.it

The Consumer will receive an email from PIRELLI confirming receipt of communication.

\*\*\* END OF DOCUMENT \*\*\*

## PIRELLI CARE

### SUMMARY DOCUMENT RELATIVE TO OFFER TO THE PUBLIC TO BE CONVERTED INTO Q&A FOR WEBSITE AND APP – ITALY

#### WHICH PURCHASES DOES THIS DOCUMENT APPLY TO?

This document applies to purchases made on or after 15 February 2023. For purchases made previously, you can consult the document in force when you made your purchase by [clicking here](#).

#### **WHAT DOES THE PIRELLI CARE™ OFFER INCLUDE?**

The PIRELLI Care™ offer is designed to improve the purchasing experience and the use of products and services correlated to the world of mobility; the offer is promoted by Pirelli Tyre S.p.A. ("Pirelli"), allows those who adhere (the "**PIRELLI Care™ Customer**") to purchase packages (jointly referred to as the "**PIRELLI Care™ Packages**") consisting of one or more sets of 4 tires bearing Pirelli Group brands (the "**Tires**") and services relating to the Tires and/or the vehicle on which such Tires are fitted (the "**PIRELLI Care™ Packages**" or the "**Packages**") selected from a series of options proposed by PIRELLI based on the characteristics of the vehicle (identified by registration plate, brand, model, version and year of registration). Based on the declared driving style and annual mileage, the duration of the Package and relative fee, which you will pay in monthly installments without interest and/or other charges (the "**Monthly Amount**"), will be determinated.

There are currently two different PIRELLI Care™ Packages, as further detailed in the section "**WHAT ARE THE TYPES OF PIRELLI CARE™ PACKAGES?**"

The PIRELLI Care™ Customer may also: (i) purchase additional services such as "extended warranty", "seasonal storage" and "electric charging" (the "**Additional Services**") as described on the Website and App (as defined below), and (ii) be regularly informed, through the App and the Website, about Pirelli's news, including any potential promotions dedicated to PIRELLI Care™ Customers.

#### **WHO CAN ADHERE TO THE PIRELLI CARE™ OFFER AND HOW?**

Both natural persons and final consumers can adhere to the PIRELLI Care™ offer, as defined pursuant to Legislative Decree no. 206, of September 6, 2005, as amended (the "**Consumer Code**"), and those who act for purposes related to their entrepreneurial, commercial, craft, or professional activity.

The PIRELLI Care™ offer is accessible through a dedicated website (the "**Website**") and a dedicated app, which can be downloaded for free from the Google Play Store and Apple Store (the "**App**").

The PIRELLI Care™ offer can be adhered to on the Website and on the App via an entirely digital path that will allow the PIRELLI Care™ Customer to set up the offer in just a few clicks.

PIRELLI Care™ Customers can also go to the point of sale of the dealer selected from those indicated on the Website and on the App, to receive support during the digital path in building the PIRELLI Care™ offer and in the choice that best suits their needs.

#### **WHAT ARE THE TYPES OF PIRELLI™ CARE PACKAGES?**

The types of PIRELLI Care™ Packages are:

- **"SMART" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App, and the execution of the following ancillary services: removal, fitting, balancing and reset of TPMS sensors, to be carried out at the same time as the fitting of the set of tires purchased.
- **"SUPERIOR" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App and the execution of the services included in the "SMART" Package, in addition to the following additional services: additional breakdown and roadside assistance, vehicle check-up, complete wheel alignment and vehicle sanitization (as described in the section "OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICES"). The vehicle check-up, complete set-up and sanitization services will be carried out when the Tires are fitted (including fitting of the second set of Tires purchased, if any).

When selecting one of the PIRELLI Care™ Packages, the PIRELLI Care™ Customer will also have the option of purchasing (fixing the applicable price) another set of Tires (with a different seasonality), it being understood that the fitting of the second set of Tires shall be within the first of the following events: the expiry of the payment plan relating to the first set, or 24 months from the fitting of the first set, if the payment plan relating to the first set expires later, subject to confirmation of the purchase by the PIRELLI Care™ Customer. The ancillary services described in the "SMART" Package will be applied to the second set of Tires.

In this case, the Package shall also include a seasonal storage service for a maximum of one set of Tires at a time, until expiry of the Package (and therefore until expiry of the payment plan for the second set of Tires).

In case of failure to fit within the aforementioned deadline, the PIRELLI Care™ Customer will not be bound to purchase the second set of Tires.

It is also possible to add a set of different seasonalities to the PIRELLI Care™ Package purchased. More information is provided in the section "ADDITIONAL INFORMATION FOR IF THE PIRELLI CARE™ CUSTOMER WISHES TO ADD A NEW SET OF DIFFERENT SEASONALITY TO THE PIRELLI CARE™ PACKAGE PURCHASED".

## **WHAT ARE THE ADDITIONAL SERVICES THAT CAN BE ADDED?**

After purchasing one of the PIRELLI Care™ Packages, PIRELLI Care™ Customers will be able to add the following additional services:

- (vii) warranty extension on the Tire (upon purchase of a PIRELLI Care™ Package). Currently the warranty extension can only be purchased together with the purchase of a PIRELLI Care™ Package;
- (viii) seasonal storage. Currently the seasonal storage can only be purchased together with the purchase of a PIRELLI Care™ Package;
- (ix) electric charging service. The service can be purchased concurrently with or subsequent to the purchase of a PIRELLI Care™ Package, throughout the validity period of that package.

## **OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICES**

It is pointed out that the request for services included in the PIRELLI Care™ Packages and Additional Services may only refer to the vehicle(s) indicated during the purchase procedure of the PIRELLI Care™ Package. For roadside assistance and emergency service (included in the PIRELLI Care™ "SUPERIOR" Package) please see the specific limitations correlated to the vehicle.

- **Complete wheel alignment:** this consists in verifying the toe-in, camber and castor, front and rear, with zeroing of the vehicle's steering angle sensor. This is included in the "SUPERIOR" Package and will be performed when the Tires are fitted (including fitting of the second set of Tires purchased, if any).
- **Roadside assistance and Emergency service:** is a service provided by Europ Assistance Vai S.p.A. throughout Europe (excluding breakdown, valid only in Italy), excluding countries in a state of declared or de facto belligerence. The service is provided on condition that the vehicle has been registered in Italy with Italian license plates and has a GVWR of up to 3,500 kg. Detailed information is included in the description of the "[Breakdown and Roadside Assistance](#)" on the Website and on the App.
- **Vehicle check-up:** this consists in checking the pressure of the tires fitted and the spare wheel, visually checking the windows, wipers, checking the efficiency of the lighting systems, checking the horn, checking the level of fluids – engine oil, coolant and wiper water – and in verifying the expiration of the inspection. It is included in the "SUPERIOR" Package and will be performed when fitting the Tires (including fitting of the second set of Tires purchased, if any).
- **Seasonal storage:** this consists in the storage of tires requested through the selected dealer and also includes fitting, dismounting, wheel balancing and TPMS sensor reset. It is included in the PIRELLI Care™ Packages if the PIRELLI Care™ Customer decides to purchase 2 sets of Tires with different seasonality. Currently it can only be selected as an Additional Service in conjunction with the purchase of one of the PIRELLI Care™ Packages. The PIRELLI Care™ Customer may, at any time, request the return of the tires left in storage.
- **Tire Warranty Extension:** this consists in the repair and/or replacement (in case the repair is not possible) of the Tires purchased with a PIRELLI Care™ Package, without additional costs, in case of damage due to an accidental event, occurred until expiry of the payment plan of the PIRELLI Care™ Package purchased. The maximum number of interventions offered will be equal to the number of Tires included in the Pirelli Care™ Package purchased. Currently it can only be selected as an Additional Service in conjunction with the purchase of one of the Pirelli Care™ Packages.
- **TPMS Sensor Reset:** this consists in resetting the tire pressure warning light after fitting or after the warning light on the dashboard turns on.
- **Electric Charging:** consists of the possibility to charge electric vehicles through access to infrastructures for charging such vehicles (hereinafter "EVCI"), accessible to the public, owned or in any case managed by Enel X Way Italia S.r.l. for EVCI with AC/DC sockets of less than 100 kW. More information is available in the document "[DESCRIPTION OF THE ADDITIONAL ELECTRIC CHARGING SERVICE](#)".
- **Vehicle sanitization:** this consists of the internal sanitization of the passenger compartment in order to reduce bad smells, viruses, bacteria, and dust mites. It is included in the "SUPERIOR" Package and will be carried out when fitting the Tires (including fitting of the second set of Tires purchased, if any).

## **WHEN WILL THE SERVICES INCLUDED IN THE PIRELLI CARE™ OFFER BE PROVIDED?**

The services included in the PIRELLI Care™ Packages shall be provided at the time of fitting the purchased Tires (seasonal storage begins at the time of dismounting of the Tires for which storage is required and lasts for the duration of the payment plan provided for the relative PIRELLI Care™ Package, it also being understood that it will cease early if the PIRELLI Care™ Customer requests the early return of the stored set), except as specified below.

Vehicle check-up, complete wheel alignment and vehicle sanitization services, included in the "SUPERIOR" Package, will be carried out when fitting the Tires (including fitting of the second set of Tires purchased, if any).

The extension of the warranty on the Tires, which can only be purchased together with the purchase of a PIRELLI Care™ Package, may be requested at any time up to expiry of the payment plan of the PIRELLI Care™ Package purchased.

The roadside assistance and emergency service may be requested at any time during the validity of the "SUPERIOR" Package, by contacting Europ Assistance Vai S.p.A. through the App.

The electric charging service may be used immediately if purchased at the same time as a PIRELLI Care™ Package. In all other cases, the electric charging service may be used 48 hours after the purchase.

### **OVERVIEW IF THE PIRELLI CARE™ CUSTOMER HAS SELECTED THE OPTION TO PURCHASE 2 SETS OF TIRES (SUMMER + WINTER)**

If the PIRELLI Care™ Customer exercises - when purchasing the PIRELLI Care™ Package - the option to purchase an additional set of Tires with different seasonality and requests the fitting of the second set of Tires within the expiry of the payment plan relating to the first set, or within 24 months from the fitting of the first set, if the payment plan relating to the first set expires afterwards, the PIRELLI Care™ Customer will receive two separate invoices for the same amount (the amount of which will have been defined taking into account the total value of both sets of Tires):

- the first following the fitting of the first set of Tires;
- the second following the fitting of the second set of Tires.

In the event that the PIRELLI Care™ Customer requests the fitting of the second set of Tires within the expiry of the payment plan for the first set, or within 24 months from the fitting of the first set, if the payment plan for the first set expires afterwards, the PIRELLI Care™ Customer will have to pay, in addition to the amount of the first invoice, also the amount of the second invoice. Payment of the amounts of the second invoice will begin following expiry of the last installment of the first invoice.

If the PIRELLI Care™ Customer does not request the fitting of the second set of Tires by the expiry of the payment plan for the first set, or within 24 months from the fitting of the first set, if the payment plan relating to the first set expires subsequently, after having exercised - when purchasing the Package - the option to purchase an additional set of Tires with different seasonality, the PIRELLI Care™ Customer will not be able to purchase the second set (at the price set at the time of purchase of the Package) and in this case, the second invoice will not be issued. The PIRELLI Care™ Customer shall be required to pay the amounts still due relating to the first invoice, without changes.

The PIRELLI Care™ Customer may at any time request the return of the Tires left in storage. With the return, the storage obligation towards the PIRELLI Care™ Customer ceases, and the latter will not have the right to request reactivation of the storage, but will still be required to pay the Residual Amount, which can be paid in installments.

### **ADDITIONAL INFORMATION FOR IF THE PIRELLI CARE™ CUSTOMER WISHES TO ADD A NEW SET OF DIFFERENT SEASONALITY TO THE PIRELLI CARE™ PACKAGE PURCHASED**

In the event that the PIRELLI Care™ Customer has previously purchased a PIRELLI Care™ Package with only one set of Tires and as long as the payment plan is still active, it is possible to add another set of Tires of different seasonality, to be fitted within 8 months from purchase.

In case of failure to fit within the aforementioned term, the PIRELLI Care™ Customer will not be bound to the subsequent purchase.

The accessory services described in the PIRELLI Care™ Package already purchased with the addition of the Seasonal Deposit will be applied to the second set of Tires. If the PIRELLI Care™ Customer has already purchased the Seasonal Deposit as Additional Service, it will no longer be required to pay the relative amount from the moment the new monthly charge is received.

The new monthly charge for the new set of tires is calculated based on the driving preferences and the type of the PIRELLI Care™ Package previously indicated, and on the tires chosen by the PIRELLI Care™ Customer in such a way that the duration of the payment plan extends up to a maximum of 48 months.

The new monthly charge will start after the PIRELLI Care™ Customer has carried out the fitting of the second set and in any case, after the expiry of the charges relating to the first payment plan.

In the event that the PIRELLI Care™ Customer does not request the fitting of the second (additional) set of Tires within 8 months of purchase, the PIRELLI Care™ Customer will not be bound by said purchase and the second invoice will not be issued. The PIRELLI Care™ Customer shall be required to pay the amounts still due relating to the first invoice, without changes.

### **OVERVIEW OF THE EXTENSION OF THE WARRANTY**

The extension of the warranty on Tires (hereinafter referred to as the "**PIRELLI CARE™ Warranty**"), offers the PIRELLI Care™ Customer the possibility to request, at no additional cost, the repair and/or replacement (in the event that repair is not possible) of the Tires purchased with a PIRELLI Care™ Package, in the event of damage due to an accidental event, occurring up to the expiry of the payment plan of the PIRELLI Care™ Package purchased. It is specified that the maximum number of interventions offered by the PIRELLI Care™ Warranty shall be equal to the number of Tires included in the PIRELLI Care™ Package purchased.

The PIRELLI Care™ Warranty starts from the first installation and has the same duration as the PIRELLI Care™ Package purchased.

The request to use the PIRELLI Care™ Warranty must be made by the PIRELLI Care™ Customer, as indicated in the App.

### **WHEN DOES THE PIRELLI CARE™ CUSTOMER BEGIN TO PAY, HOW MUCH AND FOR HOW LONG?**

The debiting of the first Monthly Amount relative to the PIRELLI Care™ Packages takes place on the last day of the month following installation of the Tires and will continue for the months of duration of the relative PIRELLI Care™ Package.

The Debiting of the Monthly Amount for the Additional Services shall occur on the last day of the month following activation and shall continue until their termination, or deactivation by the PIRELLI Care™ Customer (see relevant paragraphs), or withdrawal by Pirelli.

The PIRELLI Care™ Customer shall pay only the Monthly Amount correlated to the PIRELLI Care™ Packages and/or the selected Additional Services. The Monthly Amount for the purchase in installments of Tires includes the share relating to the contribution for disposal of the Tires (ELT) and VAT, which will be stated separately on the invoice.

The duration of the PIRELLI Care™ Package will depend on the type of Tire purchased, on whether the purchase option for the second set of Tires has been selected, on the indication of the driving profile ("Eco", "Comfort" or "Dynamic") and on the declaration of the average mileage traveled per year, made by the PIRELLI Care™ customer. On the basis of the aforementioned data, Pirelli will propose to the PIRELLI Care™ Customer, at the time of formulating the relative proposal, a period of duration of the relative PIRELLI Care™ Package. The duration of the PIRELLI Care™ Package coincides with the duration of the monthly payment plan.

## **CAN THE AMOUNTS AND/OR FEATURES OF THE PIRELLI CARE™ PACKAGES OR ADDITIONAL SERVICES CHANGE?**

The amounts due and/or features of the PIRELLI Care™ Packages or Additional Services for sale on the Website or on the App may be subject to change as indicated below.

For PIRELLI Care™ Packages, the aforementioned changes will only apply for purchases made after the date of the change.

For Additional Services, any changes may be made by Pirelli during the provision of Additional Services already purchased, with notice of at least 30 days, communicated to the PIRELLI Care™ Customer by e-mail. The PIRELLI Care™ Customer may withdraw, without further charges, within 30 days following receipt of the aforementioned communication, through the procedure described in the general terms and conditions of sale and on the App.

If the Additional Service that is the subject of the communication consists in the storage of the tires, and the PIRELLI Care™ Customer has communicated withdrawal, the PIRELLI Care™ Customer shall collect the tires stored at the selected dealer within 30 days of sending the notice of withdrawal. If the PIRELLI Care™ Customer shall not proceed with collection by that date, PIRELLI will have the right to charge the additional costs incurred by it for storage of the tires until the actual collection date, and, after a further 30 days, from the date on which the PIRELLI Care™ Customer could have proceeded with withdrawal, it will also have the right to arrange for the disposal of the tires, at its own initiative but at the expense of the PIRELLI Care™ Customer, without any obligation to provide further communications.

## **WHERE CAN THE PARTICIPATING DEALERS BE FOUND?**

You can locate participating dealers on the Website (in the "View participating dealers on map" section) and on the App.

## **WHAT IS THE ACCEPTED PAYMENT METHOD?**

Major credit cards and PayPal. Additional prepaid or rechargeable payment instruments are not permitted

## **IS IT POSSIBLE TO DEACTIVATE PIRELLI CARE™ PACKAGES AND/OR ADDITIONAL SERVICES? WHAT ARE THE CONSEQUENCES?**

The PIRELLI Care™ Customer can deactivate the selected Package and/or Additional Services at any time.

In case of deactivation of a PIRELLI Care™ Package, the PIRELLI Care™ Customer will have to make the immediate payment of a total amount equal to the Monthly Amounts not yet expired of the amount of the purchased Package ("Residual Amount"). This will be done by debiting the Residual Amount on the credit card communicated by the PIRELLI Care™ Customer or debiting the PayPal account for the purpose of billing the Monthly Amount on the last day of the month in which deactivation was requested.

In this case, the duration of the PIRELLI Care™ Package will cease with the payment of the Residual Amount and, if necessary, with the provision to the PIRELLI Care™ Customer, for collection, of any Tires in storage.

In case of deactivation of the Additional Services in the absence of a PIRELLI Care™ Package, the PIRELLI Care™ Customer will no longer be charged with effect from the month following that of deactivation. The PIRELLI Care™ Customer will always have the possibility to request the purchase of Additional Packages and Services in the future.

**WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE BEFORE EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

The PIRELLI Care™ Customer will have to continue to pay the Monthly Amounts still due for the PIRELLI Care™ Packages.

**WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE AFTER EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

Upon expiry of the payment plan of the selected PIRELLI Care™ Package, no other payment will be required from the PIRELLI Care™ Customer. The PIRELLI Care™ Customer will receive monthly charges only for the Additional Services that are still active and will be able to make new purchases of PIRELLI Care™ Packages and Additional Services.

**BY ADHERING TO THE PIRELLI CARE™ OFFER, IS IT POSSIBLE TO PURCHASE TIRES OF ANY SIZE?**

Yes, you can buy Tires of any size.

**IS IT POSSIBLE TO ADD ONE OR MORE VEHICLES?**

It is possible to add other vehicles to an existing account (in the “Garage” section of the App), to purchase new PIRELLI Care™ Packages and Additional Services for said vehicle/s. PIRELLI Care™ Packages and Additional Services can only refer to the vehicle for which they were purchased and cannot be transferred to or used for any other vehicles added, with the exception of the Electric Recharge service which can be provided on any vehicle linked to the PIRELLI Care™ Customer's account.

**WHO PROVIDES THE SERVICES?**

The services included in the purchased PIRELLI Care™ Packages and/or Additional Services will be provided - where applicable - through the dealer chosen by the PIRELLI Care™ Customer from those indicated in the appropriate section of the Website and/or the App.

Roadside assistance and emergency service, included in the PIRELLI Care™ "SUPERIOR" Package, is provided through Europ Assistance Vai S.p.A.

The electric charging service is provided through access to electric vehicle charging infrastructure, accessible to the public, owned or in any case managed by Enel X Way Italia S.r.l.

**WHAT PERSONAL DATA IS REQUESTED IN THE CONTEXT OF THE PIRELLI CARE™ OFFER?**

- **Driving style:** You will be asked to choose a driving style from the three proposed ("Eco", "Comfort" or "Dynamic"), which will allow Pirelli to formulate an offer consistent with the options selected by the user.

- **Kilometers traveled per year:** the user will be asked to specify how many kilometers (in thousands) s/he intends to travel in a year, in order to allow Pirelli to formulate an offer consistent with what the user has declared.
- **Vehicle license plate:** the user will be asked for the vehicle's license plate when configuring the offer.

To purchase one of the Packages, becoming a PIRELLI Care™ Customer, the user will also be required to create a valid user profile by filling in the following mandatory fields, all of which are necessary to complete the process:

- Email
- Name and Surname
- Password
- Telephone no.
- Date of birth
- Tax Code or VAT number
- Address (Street and number)
- Zip code
- City
- Province
- Country
- Method of payment: the PIRELLI Care™ Customer is required to provide the information necessary for the correct purposes of billing the Monthly Amount. Once the details relating to the selected method of payment have been provided, the PIRELLI Care™ Customer is redirected to the respective web forms to confirm the payment data.

### **HOW TO REQUEST THE FITTING OF THE TIRES AND THE PROVISION OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGE PURCHASED**

To request the fitting of the Tires and the provision of the services included in the PIRELLI Care™ Package purchased, the PIRELLI Care™ Customer shall select a dealer from among those indicated on the App to request an appointment. Within 90 (ninety) days from the date of confirmation of the purchase choice of the relative PIRELLI Care™ Package, the PIRELLI Care™ Customer shall select an appointment date (which may also be for a date after 90 days).

If the dealer does not respond to the PIRELLI Care™ Customer's request, the PIRELLI Care™ Customer will be contacted by customer service which will propose a different dealer.

The PIRELLI Care™ Customer undertakes to come to the appointment at the date and time of appointment confirmed by PIRELLI.

It will be possible to make an appointment starting from the third (3rd) calendar day with respect to the date of confirmation of the purchase choices for a PIRELLI Care™ Package.

### **WHAT IS IT POSSIBLE TO DO WITH THE APP ONCE THE PIRELLI CARE™ OFFER HAS BEEN ACTIVATED?**

Once the PIRELLI Care™ offer has been activated (through the Website or the App) it will be possible, solely via the App to:

- make changes, where permitted, to the PIRELLI Care™ Packages and/or Additional Services;
- add one or more vehicles to an account already created;

- manage the booking of Additional Services;
- make requests for services included in the PIRELLI Care™ packages;
- request an appointment at the selected dealer and receive notifications of confirmation/modification of the appointment time and date;
- receive notifications on the provision of the requested services and provide feedback on the quality of the service received;
- view the driving style and the annual mileage declared at the time of purchase of the PIRELLI Care™ Package; Pirelli reserves the right, directly or through its dealers, to check the km traveled with the Tires by the PIRELLI Care™ Customer (registration of the km of the car when it is at the point of sale);
- modify the selected dealer, choosing one of those present on the Website and on the App;
- update the payment method;
- display the status of payments made;
- contact PIRELLI Care™ customer service for support requests;
- waive the provision of the services included in the PIRELLI Care™ Packages or included in the Additional Services of which you have not yet benefited and/or request their early termination.

Purchases can be made both on the Site and on the App.

**CAN I TRANSFER MY RIGHTS AND OBLIGATIONS RELATING TO THE TIRES AND/OR SERVICES PURCHASED TO OTHER CUSTOMERS?**

No, this is not possible.

**WHAT IS THE PROCEDURE FOR REQUESTING AN INSPECTION OF THE TIRES PURCHASED WITH THE PIRELLI CARE™ OFFER?**

To request the inspection of one or more Tires purchased with the PIRELLI Care™ offer, it is necessary to complete the form in its entirety available via the [following link](#) and send it to the following email address [support@pirellicare.com](mailto:support@pirellicare.com).

After sending the form, a generic appointment can be requested at a Dealer via the App, in order to verify the presence of defects or non-conformities in the Tire(s) subject to the inspection request.

**HOW CAN THE RIGHT OF WITHDRAWAL BE EXERCISED?**

The Consumer who intends to exercise the right of withdrawal shall complete the form in its entirety available via the [following link](#) and send it - within 14 (fourteen) days following the fitting of the Tires purchased with the PIRELLI Care™ offer - to PIRELLI, in one of the following ways:

- e-mail: [support@pirellicare.com](mailto:support@pirellicare.com)
- by FAX: to the number 800.016.614
- Registered letter with return receipt to the address:  
Pirelli Tyre S.p.A.  
c/o Contact Center  
Viale Piero and Alberto Pirelli, 25 20126 – Milan  
or Certified Email Address: [pirellityre.pecri@pec.pirelli.it](mailto:pirellityre.pecri@pec.pirelli.it)

The Consumer will receive an email from PIRELLI confirming receipt of communication.

\*\*\* END OF DOCUMENT \*\*\*

## PIRELLI CARE

### SUMMARY DOCUMENT RELATIVE TO OFFER TO THE PUBLIC TO BE CONVERTED INTO Q&A FOR WEBSITE AND APP – ITALY

#### WHICH PURCHASES DOES THIS DOCUMENT APPLY TO?

This document applies to purchases made on or after 31 March 2023. For purchases made previously, you can consult the document in force when you made your purchase by [clicking here](#).

#### **WHAT DOES THE PIRELLI CARE™ OFFER INCLUDE?**

The PIRELLI Care™ offer is designed to improve the purchasing experience and the use of products and services correlated to the world of mobility; the offer is promoted by Pirelli Tyre S.p.A. (“Pirelli”), allows those who adhere (the “**PIRELLI Care™ Customer**”) to purchase packages (jointly referred to as the “**PIRELLI Care™ Packages**”) consisting of one or more sets of 4 tires bearing Pirelli Group brands (the “**Tires**”) and services relating to the Tires and/or the vehicle on which such Tires are fitted (the “**PIRELLI Care™ Packages**” or the “**Packages**”) selected from a series of options proposed by PIRELLI based on the characteristics of the vehicle (identified by registration plate, brand, model, version and year of registration). Based on the declared driving style and annual mileage, the duration of the Package and relative fee, which you will pay in monthly installments without interest and/or other charges (the “**Monthly Amount**”), will be determinated.

There are currently two different PIRELLI Care™ Packages, as further detailed in the section “**WHAT ARE THE TYPES OF PIRELLI CARE™ PACKAGES?**”

The PIRELLI Care™ Customer may also: (i) purchase additional services such as “extended warranty”, “seasonal storage” and “electric charging” (the “**Additional Services**”) as described on the Website and App (as defined below), and (ii) be regularly informed, through the App and the Website, about Pirelli’s news, including any potential promotions dedicated to PIRELLI Care™ Customers.

#### **WHO CAN ADHERE TO THE PIRELLI CARE™ OFFER AND HOW?**

The PIRELLI Care™ offer is open to individuals, whether final consumers as defined in accordance with Legislative Decree no. 206, of 6 September 2005, as amended (the “**Consumer Code**”), or those acting for purposes relating to their entrepreneurial, commercial, handicraft or professional activity, excluding natural or legal persons who carry out professional activities, including on an occasional basis, for the repair and/or sale and/or rental of vehicles and/or transport of persons or objects, for their own account or on behalf of third parties.

The PIRELLI Care™ offer is accessible through a dedicated website (the “**Website**”) and a dedicated app, which can be downloaded for free from the Google Play Store and Apple Store (the “**App**”).

The PIRELLI Care™ offer can be adhered to on the Website and on the App via an entirely digital path that will allow the PIRELLI Care™ Customer to set up the offer in just a few clicks.

PIRELLI Care™ Customers can also go to the point of sale of the dealer selected from those indicated on the Website and on the App, to receive support during the digital path in building the PIRELLI Care™ offer and in the choice that best suits their needs.

## **WHAT ARE THE TYPES OF PIRELLI™ CARE PACKAGES?**

The types of PIRELLI Care™ Packages are:

- **"SMART" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App, and the execution of the following ancillary services: removal, fitting, balancing and reset of TPMS sensors, to be carried out at the same time as the fitting of the set of tires purchased.
- **"SUPERIOR" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App and the execution of the services included in the "SMART" Package, in addition to the following additional services: additional breakdown and roadside assistance, vehicle check-up, complete wheel alignment and vehicle sanitization (as described in the section "OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICES"). The vehicle check-up, complete set-up and sanitization services will be carried out when the Tires are fitted (including fitting of the second set of Tires purchased, if any).

When selecting one of the PIRELLI Care™ Packages, the PIRELLI Care™ Customer will also have the option of purchasing (fixing the applicable price) another set of Tires (with a different seasonality), it being understood that the fitting of the second set of Tires shall be within the first of the following events: the expiry of the payment plan relating to the first set, or 24 months from the fitting of the first set, if the payment plan relating to the first set expires later, subject to confirmation of the purchase by the PIRELLI Care™ Customer. The ancillary services described in the "SMART" Package will be applied to the second set of Tires.

In this case, the Package shall also include a seasonal storage service for a maximum of one set of Tires at a time, until expiry of the Package (and therefore until expiry of the payment plan for the second set of Tires).

In case of failure to fit within the aforementioned deadline, the PIRELLI Care™ Customer will not be bound to purchase the second set of Tires.

It is also possible to add a set of different seasonalities to the PIRELLI Care™ Package purchased. More information is provided in the section "ADDITIONAL INFORMATION FOR IF THE PIRELLI CARE™ CUSTOMER WISHES TO ADD A NEW SET OF DIFFERENT SEASONALITY TO THE PIRELLI CARE™ PACKAGE PURCHASED".

## **WHAT ARE THE ADDITIONAL SERVICES THAT CAN BE ADDED?**

After purchasing one of the PIRELLI Care™ Packages, PIRELLI Care™ Customers will be able to add the following additional services:

- (x) warranty extension on the Tire (upon purchase of a PIRELLI Care™ Package). Currently the warranty extension can only be purchased together with the purchase of a PIRELLI Care™ Package;
- (xi) seasonal storage. Currently the seasonal storage can only be purchased together with the purchase of a PIRELLI Care™ Package;
- (xii) electric charging service. The service can be purchased concurrently with or subsequent to the purchase of a PIRELLI Care™ Package, throughout the validity period of that package.

## **OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICES**

It is pointed out that the request for services included in the PIRELLI Care™ Packages and Additional Services may only refer to the vehicle(s) indicated during the purchase procedure of the PIRELLI Care™ Package. For

roadside assistance and emergency service (included in the PIRELLI Care™ "SUPERIOR" Package) please see the specific limitations correlated to the vehicle.

- **Complete wheel alignment:** this consists in verifying the toe-in, camber and castor, front and rear, with zeroing of the vehicle's steering angle sensor. This is included in the "SUPERIOR" Package and will be performed when the Tires are fitted (including fitting of the second set of Tires purchased, if any).
- **Roadside assistance and Emergency service:** is a service provided by Europ Assistance Vai S.p.A. throughout Europe (excluding breakdown, valid only in Italy), excluding countries in a state of declared or de facto belligerence. The service is provided on condition that the vehicle has been registered in Italy with Italian license plates and has a GVWR of up to 3,500 kg. Detailed information is included in the description of the "[Breakdown and Roadside Assistance](#)" on the Website and on the App.
- **Vehicle check-up:** this consists in checking the pressure of the tires fitted and the spare wheel, visually checking the windows, wipers, checking the efficiency of the lighting systems, checking the horn, checking the level of fluids – engine oil, coolant and wiper water – and in verifying the expiration of the inspection. It is included in the "SUPERIOR" Package and will be performed when fitting the Tires (including fitting of the second set of Tires purchased, if any).
- **Seasonal storage:** this consists in the storage of tires requested through the selected dealer and also includes fitting, dismounting, wheel balancing and TPMS sensor reset. It is included in the PIRELLI Care™ Packages if the PIRELLI Care™ Customer decides to purchase 2 sets of Tires with different seasonality. Currently it can only be selected as an Additional Service in conjunction with the purchase of one of the PIRELLI Care™ Packages. The PIRELLI Care™ Customer may, at any time, request the return of the tires left in storage.
- **Tire Warranty Extension:** this consists in the repair and/or replacement (in case the repair is not possible) of the Tires purchased with a PIRELLI Care™ Package, without additional costs, in case of damage due to an accidental event, occurred until expiry of the payment plan of the PIRELLI Care™ Package purchased. The maximum number of interventions offered will be equal to the number of Tires included in the Pirelli Care™ Package purchased. Currently it can only be selected as an Additional Service in conjunction with the purchase of one of the Pirelli Care™ Packages.
- **TPMS Sensor Reset:** this consists in resetting the tire pressure warning light after fitting or after the warning light on the dashboard turns on.
- **Electric Charging:** consists of the possibility to charge electric vehicles through access to infrastructures for charging such vehicles (hereinafter "EVCI"), accessible to the public, owned or in any case managed by Enel X Way Italia S.r.l. for EVCI with AC/DC sockets of less than 100 kW. More information is available in the document "[DESCRIPTION OF THE ADDITIONAL ELECTRIC CHARGING SERVICE](#)".
- **Vehicle sanitization:** this consists of the internal sanitization of the passenger compartment in order to reduce bad smells, viruses, bacteria, and dust mites. It is included in the "SUPERIOR" Package and will be carried out when fitting the Tires (including fitting of the second set of Tires purchased, if any).

## **WHEN WILL THE SERVICES INCLUDED IN THE PIRELLI CARE™ OFFER BE PROVIDED?**

The services included in the PIRELLI Care™ Packages shall be provided at the time of fitting the purchased Tires (seasonal storage begins at the time of dismounting of the Tires for which storage is required and lasts for the duration of the payment plan provided for the relative PIRELLI Care™ Package, it also being understood that it will cease early if the PIRELLI Care™ Customer requests the early return of the stored set), except as specified below.

Vehicle check-up, complete wheel alignment and vehicle sanitization services, included in the "SUPERIOR" Package, will be carried out when fitting the Tires (including fitting of the second set of Tires purchased, if any).

The extension of the warranty on the Tires, which can only be purchased together with the purchase of a PIRELLI Care™ Package, may be requested at any time up to expiry of the payment plan of the PIRELLI Care™ Package purchased.

The roadside assistance and emergency service may be requested at any time during the validity of the "SUPERIOR" Package, by contacting Europ Assistance Vai S.p.A. through the App.

The electric charging service may be used immediately if purchased at the same time as a PIRELLI Care™ Package. In all other cases, the electric charging service may be used 48 hours after the purchase.

#### **OVERVIEW IF THE PIRELLI CARE™ CUSTOMER HAS SELECTED THE OPTION TO PURCHASE 2 SETS OF TIRES (SUMMER + WINTER)**

If the PIRELLI Care™ Customer exercises - when purchasing the PIRELLI Care™ Package - the option to purchase an additional set of Tires with different seasonality and requests the fitting of the second set of Tires within the expiry of the payment plan relating to the first set, or within 24 months from the fitting of the first set, if the payment plan relating to the first set expires afterwards, the PIRELLI Care™ Customer will receive two separate invoices for the same amount (the amount of which will have been defined taking into account the total value of both sets of Tires):

- the first following the fitting of the first set of Tires;
- the second following the fitting of the second set of Tires.

In the event that the PIRELLI Care™ Customer requests the fitting of the second set of Tires within the expiry of the payment plan for the first set, or within 24 months from the fitting of the first set, if the payment plan for the first set expires afterwards, the PIRELLI Care™ Customer will have to pay, in addition to the amount of the first invoice, also the amount of the second invoice. Payment of the amounts of the second invoice will begin following expiry of the last installment of the first invoice.

If the PIRELLI Care™ Customer does not request the fitting of the second set of Tires by the expiry of the payment plan for the first set, or within 24 months from the fitting of the first set, if the payment plan relating to the first set expires subsequently, after having exercised - when purchasing the Package - the option to purchase an additional set of Tires with different seasonality, the PIRELLI Care™ Customer will not be able to purchase the second set (at the price set at the time of purchase of the Package) and in this case, the second invoice will not be issued. The PIRELLI Care™ Customer shall be required to pay the amounts still due relating to the first invoice, without changes.

The PIRELLI Care™ Customer may at any time request the return of the Tires left in storage. With the return, the storage obligation towards the PIRELLI Care™ Customer ceases, and the latter will not have the right to request reactivation of the storage, but will still be required to pay the Residual Amount, which can be paid in installments.

#### **ADDITIONAL INFORMATION FOR IF THE PIRELLI CARE™ CUSTOMER WISHES TO ADD A NEW SET OF DIFFERENT SEASONALITY TO THE PIRELLI CARE™ PACKAGE PURCHASED**

In the event that the PIRELLI Care™ Customer has previously purchased a PIRELLI Care™ Package with only one set of Tires and as long as the payment plan is still active, it is possible to add another set of Tires of different seasonality, to be fitted within 8 months from purchase.

In case of failure to fit within the aforementioned term, the PIRELLI Care™ Customer will not be bound to the subsequent purchase.

The accessory services described in the PIRELLI Care™ Package already purchased with the addition of the Seasonal Deposit will be applied to the second set of Tires. If the PIRELLI Care™ Customer has already purchased the Seasonal Deposit as Additional Service, it will no longer be required to pay the relative amount from the moment the new monthly charge is received.

The new monthly charge for the new set of tires is calculated based on the driving preferences and the type of the PIRELLI Care™ Package previously indicated, and on the tires chosen by the PIRELLI Care™ Customer in such a way that the duration of the payment plan extends up to a maximum of 48 months.

The new monthly charge will start after the PIRELLI Care™ Customer has carried out the fitting of the second set and in any case, after the expiry of the charges relating to the first payment plan.

In the event that the PIRELLI Care™ Customer does not request the fitting of the second (additional) set of Tires within 8 months of purchase, the PIRELLI Care™ Customer will not be bound by said purchase and the second invoice will not be issued. The PIRELLI Care™ Customer shall be required to pay the amounts still due relating to the first invoice, without changes.

## **OVERVIEW OF THE EXTENSION OF THE WARRANTY**

The extension of the warranty on Tires (hereinafter referred to as the "**PIRELLI CARE™ Warranty**"), offers the PIRELLI Care™ Customer the possibility to request, at no additional cost, the repair and/or replacement (in the event that repair is not possible) of the Tires purchased with a PIRELLI Care™ Package, in the event of damage due to an accidental event, occurring up to the expiry of the payment plan of the PIRELLI Care™ Package purchased. It is specified that the maximum number of interventions offered by the PIRELLI Care™ Warranty shall be equal to the number of Tires included in the PIRELLI Care™ Package purchased.

The PIRELLI Care™ Warranty starts from the first installation and has the same duration as the PIRELLI Care™ Package purchased.

The request to use the PIRELLI Care™ Warranty must be made by the PIRELLI Care™ Customer, as indicated in the App.

## **WHEN DOES THE PIRELLI CARE™ CUSTOMER BEGIN TO PAY, HOW MUCH AND FOR HOW LONG?**

The debiting of the first Monthly Amount relative to the PIRELLI Care™ Packages takes place on the last day of the month following installation of the Tires and will continue for the months of duration of the relative PIRELLI Care™ Package.

The Debiting of the Monthly Amount for the Additional Services shall occur on the last day of the month following activation and shall continue until their termination, or deactivation by the PIRELLI Care™ Customer (see relevant paragraphs), or withdrawal by Pirelli.

The PIRELLI Care™ Customer shall pay only the Monthly Amount correlated to the PIRELLI Care™ Packages and/or the selected Additional Services. The Monthly Amount for the purchase in installments of Tires includes the share relating to the contribution for disposal of the Tires (ELT) and VAT, which will be stated separately on the invoice.

The duration of the PIRELLI Care™ Package will depend on the type of Tire purchased, on whether the purchase option for the second set of Tires has been selected, on the indication of the driving profile ("Eco", "Comfort" or "Dynamic") and on the declaration of the average mileage traveled per year, made by the

PIRELLI Care™ customer. On the basis of the aforementioned data, Pirelli will propose to the PIRELLI Care™ Customer, at the time of formulating the relative proposal, a period of duration of the relative PIRELLI Care™ Package. The duration of the PIRELLI Care™ Package coincides with the duration of the monthly payment plan.

### **CAN THE AMOUNTS AND/OR FEATURES OF THE PIRELLI CARE™ PACKAGES OR ADDITIONAL SERVICES CHANGE?**

The amounts due and/or features of the PIRELLI Care™ Packages or Additional Services for sale on the Website or on the App may be subject to change as indicated below.

For PIRELLI Care™ Packages, the aforementioned changes will only apply for purchases made after the date of the change.

For Additional Services, any changes may be made by Pirelli during the provision of Additional Services already purchased, with notice of at least 30 days, communicated to the PIRELLI Care™ Customer by e-mail. The PIRELLI Care™ Customer may withdraw, without further charges, within 30 days following receipt of the aforementioned communication, through the procedure described in the general terms and conditions of sale and on the App.

If the Additional Service that is the subject of the communication consists in the storage of the tires, and the PIRELLI Care™ Customer has communicated withdrawal, the PIRELLI Care™ Customer shall collect the tires stored at the selected dealer within 30 days of sending the notice of withdrawal. If the PIRELLI Care™ Customer shall not proceed with collection by that date, PIRELLI will have the right to charge the additional costs incurred by it for storage of the tires until the actual collection date, and, after a further 30 days, from the date on which the PIRELLI Care™ Customer could have proceeded with withdrawal, it will also have the right to arrange for the disposal of the tires, at its own initiative but at the expense of the PIRELLI Care™ Customer, without any obligation to provide further communications.

### **WHERE CAN THE PARTICIPATING DEALERS BE FOUND?**

You can locate participating dealers on the Website (in the "View participating dealers on map" section) and on the App.

### **WHAT IS THE ACCEPTED PAYMENT METHOD?**

Major credit cards and PayPal. Additional prepaid or rechargeable payment instruments are not permitted

### **IS IT POSSIBLE TO DEACTIVATE PIRELLI CARE™ PACKAGES AND/OR ADDITIONAL SERVICES? WHAT ARE THE CONSEQUENCES?**

The PIRELLI Care™ Customer can deactivate the selected Package and/or Additional Services at any time.

In case of deactivation of a PIRELLI Care™ Package, the PIRELLI Care™ Customer will have to make the immediate payment of a total amount equal to the Monthly Amounts not yet expired of the amount of the purchased Package ("Residual Amount"). This will be done by debiting the Residual Amount on the credit card communicated by the PIRELLI Care™ Customer or debiting the PayPal account for the purpose of billing the Monthly Amount on the last day of the month in which deactivation was requested.

In this case, the duration of the PIRELLI Care™ Package will cease with the payment of the Residual Amount and, if necessary, with the provision to the PIRELLI Care™ Customer, for collection, of any Tires in storage.

In case of deactivation of the Additional Services in the absence of a PIRELLI Care™ Package, the PIRELLI Care™ Customer will no longer be charged with effect from the month following that of deactivation. The PIRELLI Care™ Customer will always have the possibility to request the purchase of Additional Packages and Services in the future.

**WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE BEFORE EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

The PIRELLI Care™ Customer will have to continue to pay the Monthly Amounts still due for the PIRELLI Care™ Packages.

**WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE AFTER EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

Upon expiry of the payment plan of the selected PIRELLI Care™ Package, no other payment will be required from the PIRELLI Care™ Customer. The PIRELLI Care™ Customer will receive monthly charges only for the Additional Services that are still active and will be able to make new purchases of PIRELLI Care™ Packages and Additional Services.

**BY ADHERING TO THE PIRELLI CARE™ OFFER, IS IT POSSIBLE TO PURCHASE TIRES OF ANY SIZE?**

Yes, you can buy Tires of any size.

**IS IT POSSIBLE TO ADD ONE OR MORE VEHICLES?**

It is possible to add other vehicles to an existing account (in the “Garage” section of the App), to purchase new PIRELLI Care™ Packages and Additional Services for said vehicle/s. PIRELLI Care™ Packages and Additional Services can only refer to the vehicle for which they were purchased and cannot be transferred to or used for any other vehicles added, with the exception of the Electric Recharge service which can be provided on any vehicle linked to the PIRELLI Care™ Customer's account.

**WHO PROVIDES THE SERVICES?**

The services included in the purchased PIRELLI Care™ Packages and/or Additional Services will be provided - where applicable - through the dealer chosen by the PIRELLI Care™ Customer from those indicated in the appropriate section of the Website and/or the App.

Roadside assistance and emergency service, included in the PIRELLI Care™ "SUPERIOR" Package, is provided through Europ Assistance Vai S.p.A.

The electric charging service is provided through access to electric vehicle charging infrastructure, accessible to the public, owned or in any case managed by Enel X Way Italia S.r.l.

**WHAT PERSONAL DATA IS REQUESTED IN THE CONTEXT OF THE PIRELLI CARE™ OFFER?**

- **Driving style:** You will be asked to choose a driving style from the three proposed ("Eco", "Comfort" or "Dynamic"), which will allow Pirelli to formulate an offer consistent with the options selected by the user.
- **Kilometers traveled per year:** the user will be asked to specify how many kilometers (in thousands) s/he intends to travel in a year, in order to allow Pirelli to formulate an offer consistent with what the user has declared.
- **Vehicle license plate:** the user will be asked for the vehicle's license plate when configuring the offer.

To purchase one of the Packages, becoming a PIRELLI Care™ Customer, the user will also be required to create a valid user profile by filling in the following mandatory fields, all of which are necessary to complete the process:

- Email
- Name and Surname
- Password
- Telephone no.
- Date of birth
- Tax Code or VAT number
- Address (Street and number)
- Zip code
- City
- Province
- Country
- Method of payment: the PIRELLI Care™ Customer is required to provide the information necessary for the correct purposes of billing the Monthly Amount. Once the details relating to the selected method of payment have been provided, the PIRELLI Care™ Customer is redirected to the respective web forms to confirm the payment data.

## **HOW TO REQUEST THE FITTING OF THE TIRES AND THE PROVISION OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGE PURCHASED**

To request the fitting of the Tires and the provision of the services included in the PIRELLI Care™ Package purchased, the PIRELLI Care™ Customer shall select a dealer from among those indicated on the App to request an appointment. Within 90 (ninety) days from the date of confirmation of the purchase choice of the relative PIRELLI Care™ Package, the PIRELLI Care™ Customer shall select an appointment date (which may also be for a date after 90 days).

If the dealer does not respond to the PIRELLI Care™ Customer's request, the PIRELLI Care™ Customer will be contacted by customer service which will propose a different dealer.

The PIRELLI Care™ Customer undertakes to come to the appointment at the date and time of appointment confirmed by PIRELLI.

It will be possible to make an appointment starting from the third (3rd) calendar day with respect to the date of confirmation of the purchase choices for a PIRELLI Care™ Package.

## **WHAT IS IT POSSIBLE TO DO WITH THE APP ONCE THE PIRELLI CARE™ OFFER HAS BEEN ACTIVATED?**

Once the PIRELLI Care™ offer has been activated (through the Website or the App) it will be possible, solely via the App to:

- make changes, where permitted, to the PIRELLI Care™ Packages and/or Additional Services;
- add one or more vehicles to an account already created;
- manage the booking of Additional Services;
- make requests for services included in the PIRELLI Care™ packages;
- request an appointment at the selected dealer and receive notifications of confirmation/modification of the appointment time and date;
- receive notifications on the provision of the requested services and provide feedback on the quality of the service received;
- view the driving style and the annual mileage declared at the time of purchase of the PIRELLI Care™ Package; Pirelli reserves the right, directly or through its dealers, to check the km traveled with the Tires by the PIRELLI Care™ Customer (registration of the km of the car when it is at the point of sale);
- modify the selected dealer, choosing one of those present on the Website and on the App;
- update the payment method;
- display the status of payments made;
- contact PIRELLI Care™ customer service for support requests;
- waive the provision of the services included in the PIRELLI Care™ Packages or included in the Additional Services of which you have not yet benefited and/or request their early termination.

Purchases can be made both on the Site and on the App.

**CAN I TRANSFER MY RIGHTS AND OBLIGATIONS RELATING TO THE TIRES AND/OR SERVICES PURCHASED TO OTHER CUSTOMERS?**

No, this is not possible.

**WHAT IS THE PROCEDURE FOR REQUESTING AN INSPECTION OF THE TIRES PURCHASED WITH THE PIRELLI CARE™ OFFER?**

To request the inspection of one or more Tires purchased with the PIRELLI Care™ offer, it is necessary to complete the form in its entirety available via the [following link](#) and send it to the following email address [support@pirellicare.com](mailto:support@pirellicare.com).

After sending the form, a generic appointment can be requested at a Dealer via the App, in order to verify the presence of defects or non-conformities in the Tire(s) subject to the inspection request.

**HOW CAN THE RIGHT OF WITHDRAWAL BE EXERCISED?**

The Consumer who intends to exercise the right of withdrawal shall complete the form in its entirety available via the [following link](#) and send it - within 14 (fourteen) days following the fitting of the Tires purchased with the PIRELLI Care™ offer - to PIRELLI, in one of the following ways:

- e-mail: [support@pirellicare.com](mailto:support@pirellicare.com)
- by FAX: to the number 800.016.614
- Registered letter with return receipt to the address:  
Pirelli Tyre S.p.A.  
c/o Contact Center  
Viale Piero and Alberto Pirelli, 25 20126 – Milan  
or Certified Email Address: [pirellityre.pecri@pec.pirelli.it](mailto:pirellityre.pecri@pec.pirelli.it)

The Consumer will receive an email from PIRELLI confirming receipt of communication.

\*\*\* END OF DOCUMENT \*\*\*

## PIRELLI CARE

### SUMMARY DOCUMENT RELATIVE TO OFFER TO THE PUBLIC TO BE CONVERTED INTO Q&A FOR WEBSITE AND APP – ITALY

#### WHICH PURCHASES DOES THIS DOCUMENT APPLY TO?

This document applies to purchases made on or after 2 May 2023. For purchases made previously, you can consult the document in force when you made your purchase by [clicking here](#).

#### **WHAT DOES THE PIRELLI CARE™ OFFER INCLUDE?**

The PIRELLI Care™ offer is designed to improve the purchasing experience and the use of products and services correlated to the world of mobility; the offer is promoted by Pirelli Tyre S.p.A. (“Pirelli”), allows those who adhere (the “**PIRELLI Care™ Customer**”) to purchase packages (jointly referred to as the “**PIRELLI Care™ Packages**”) consisting of one or more sets of 4 tires bearing Pirelli Group brands (the “**Tires**”) and services relating to the Tires and/or the vehicle on which such Tires are fitted (the “**PIRELLI Care™ Packages**” or the “**Packages**”) selected from a series of options proposed by PIRELLI based on the characteristics of the vehicle (identified by registration plate, brand, model, version and year of registration). Based on the declared driving style and annual mileage, the duration of the Package and relative fee, which you will pay in monthly installments without interest and/or other charges (the “**Monthly Amount**”), will be determined.

There are currently two different PIRELLI Care™ Packages, as further detailed in the section “**WHAT ARE THE TYPES OF PIRELLI CARE™ PACKAGES?**”

The PIRELLI Care™ Customer may also: (i) purchase additional services such as "extended warranty", "seasonal storage" and “electric charging” (the “**Additional Services**”) as described on the Website and App (as defined below), (ii) be regularly informed, through the App and the Website, about Pirelli's news, including any potential promotions dedicated to PIRELLI Care™ Customers, and take advantage of the "YOUR DRIVING STYLE" feature within the PIRELLI Care™ App, available free of charge, for users who create a PIRELLI Care™ account by entering a valid e-mail address.

#### **WHO CAN ADHERE TO THE PIRELLI CARE™ OFFER AND HOW?**

The PIRELLI Care™ offer is open to individuals, whether final consumers as defined in accordance with Legislative Decree no. 206, of 6 September 2005, as amended (the “**Consumer Code**”), or those acting for purposes relating to their entrepreneurial, commercial, handicraft or professional activity, excluding natural or legal persons who carry out professional activities, including on an occasional basis, for the repair and/or sale and/or rental of vehicles and/or transport of persons or objects, for their own account or on behalf of third parties.

The PIRELLI Care™ offer is accessible through a dedicated website (the “**Website**”) and a dedicated app, which can be downloaded for free from the Google Play Store and Apple Store (the “**App**” or the “**PIRELLI Care™ App**”).

The PIRELLI Care™ offer can be adhered to on the Website and on the App via an entirely digital path that will allow the PIRELLI Care™ Customer to set up the offer in just a few clicks.

PIRELLI Care™ Customers can also go to the point of sale of the dealer selected from those indicated on the Website and on the App, to receive support during the digital path in building the PIRELLI Care™ offer and in the choice that best suits their needs.

## **WHAT ARE THE TYPES OF PIRELLI™ CARE PACKAGES?**

The types of PIRELLI Care™ Packages are:

- **"SMART" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App, and the execution of the following ancillary services: removal, fitting, balancing and reset of TPMS sensors, to be carried out at the same time as the fitting of the set of tires purchased.
- **"SUPERIOR" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App and the execution of the services included in the "SMART" Package, in addition to the following additional services: additional breakdown and roadside assistance, vehicle check-up, complete wheel alignment and vehicle sanitization (as described in the section "OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICES"). The vehicle check-up, complete set-up and sanitization services will be carried out when the Tires are fitted (including fitting of the second set of Tires purchased, if any).

When selecting one of the PIRELLI Care™ Packages, the PIRELLI Care™ Customer will also have the option of purchasing (fixing the applicable price) another set of Tires (with a different seasonality), it being understood that the fitting of the second set of Tires shall be within the first of the following events: the expiry of the payment plan relating to the first set, or 24 months from the fitting of the first set, if the payment plan relating to the first set expires later, subject to confirmation of the purchase by the PIRELLI Care™ Customer. The ancillary services described in the "SMART" Package will be applied to the second set of Tires.

In this case, the Package shall also include a seasonal storage service for a maximum of one set of Tires at a time, until expiry of the Package (and therefore until expiry of the payment plan for the second set of Tires).

In case of failure to fit within the aforementioned deadline, the PIRELLI Care™ Customer will not be bound to purchase the second set of Tires.

It is also possible to add a set of different seasonalities to the PIRELLI Care™ Package purchased. More information is provided in the section "ADDITIONAL INFORMATION FOR IF THE PIRELLI CARE™ CUSTOMER WISHES TO ADD A NEW SET OF DIFFERENT SEASONALITY TO THE PIRELLI CARE™ PACKAGE PURCHASED".

## **WHAT ARE THE ADDITIONAL SERVICES THAT CAN BE ADDED?**

After purchasing one of the PIRELLI Care™ Packages, PIRELLI Care™ Customers will be able to add the following additional services:

- (xiii) warranty extension on the Tire (upon purchase of a PIRELLI Care™ Package). Currently the warranty extension can only be purchased together with the purchase of a PIRELLI Care™ Package;
- (xiv) seasonal storage. Currently the seasonal storage can only be purchased together with the purchase of a PIRELLI Care™ Package;
- (xv) electric charging service. The service can be purchased concurrently with or subsequent to the purchase of a PIRELLI Care™ Package, throughout the validity period of that package.

## **OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICES**

It is pointed out that the request for services included in the PIRELLI Care™ Packages and Additional Services may only refer to the vehicle(s) indicated during the purchase procedure of the PIRELLI Care™ Package. For roadside assistance and emergency service (included in the PIRELLI Care™ "SUPERIOR" Package) please see the specific limitations correlated to the vehicle.

- **Complete wheel alignment:** this consists in verifying the toe-in, camber and castor, front and rear, with zeroing of the vehicle's steering angle sensor. This is included in the "SUPERIOR" Package and will be performed when the Tires are fitted (including fitting of the second set of Tires purchased, if any).
- **Roadside assistance and Emergency service:** is a service provided by Europ Assistance Vai S.p.A. throughout Europe (excluding breakdown, valid only in Italy), excluding countries in a state of declared or de facto belligerence. The service is provided on condition that the vehicle has been registered in Italy with Italian license plates and has a GVWR of up to 3,500 kg. Detailed information is included in the description of the "[Breakdown and Roadside Assistance](#)" on the Website and on the App.
- **Vehicle check-up:** this consists in checking the pressure of the tires fitted and the spare wheel, visually checking the windows, wipers, checking the efficiency of the lighting systems, checking the horn, checking the level of fluids – engine oil, coolant and wiper water – and in verifying the expiration of the inspection. It is included in the "SUPERIOR" Package and will be performed when fitting the Tires (including fitting of the second set of Tires purchased, if any).
- **Seasonal storage:** this consists in the storage of tires requested through the selected dealer and also includes fitting, dismounting, wheel balancing and TPMS sensor reset. It is included in the PIRELLI Care™ Packages if the PIRELLI Care™ Customer decides to purchase 2 sets of Tires with different seasonality. Currently it can only be selected as an Additional Service in conjunction with the purchase of one of the PIRELLI Care™ Packages. The PIRELLI Care™ Customer may, at any time, request the return of the tires left in storage.
- **Tire Warranty Extension:** this consists in the repair and/or replacement (in case the repair is not possible) of the Tires purchased with a PIRELLI Care™ Package, without additional costs, in case of damage due to an accidental event, occurred until expiry of the payment plan of the PIRELLI Care™ Package purchased. In case of free replacement of the Tire by taking advantage of the Additional Service of warranty extension, the contribution for the disposal of the tires will be due by the PIRELLI Care™ Customer, to whom it will be billed in a single payment. The maximum number of interventions offered will be equal to the number of Tires included in the Pirelli Care™ Package purchased. Currently it can only be selected as an Additional Service in conjunction with the purchase of one of the Pirelli Care™ Packages.
- **TPMS Sensor Reset:** this consists in resetting the tire pressure warning light after fitting or after the warning light on the dashboard turns on.
- **Electric Charging:** consists of the possibility to charge electric vehicles through access to infrastructures for charging such vehicles (hereinafter "EVCI"), accessible to the public, owned or in any case managed by Enel X Way Italia S.r.l. for EVCI with AC/DC sockets of less than 100 kW. More information is available in the document "[DESCRIPTION OF THE ADDITIONAL ELECTRIC CHARGING SERVICE](#)".
- **Vehicle sanitization:** this consists of the internal sanitization of the passenger compartment in order to reduce bad smells, viruses, bacteria, and dust mites. It is included in the "SUPERIOR" Package and will be carried out when fitting the Tires (including fitting of the second set of Tires purchased, if any).

## **WHEN WILL THE SERVICES INCLUDED IN THE PIRELLI CARE™ OFFER BE PROVIDED?**

The services included in the PIRELLI Care™ Packages shall be provided at the time of fitting the purchased Tires (seasonal storage begins at the time of dismounting of the Tires for which storage is required and lasts

for the duration of the payment plan provided for the relative PIRELLI Care™ Package, it also being understood that it will cease early if the PIRELLI Care™ Customer requests the early return of the stored set), except as specified below.

Vehicle check-up, complete wheel alignment and vehicle sanitization services, included in the "SUPERIOR" Package, will be carried out when fitting the Tires (including fitting of the second set of Tires purchased, if any).

The extension of the warranty on the Tires, which can only be purchased together with the purchase of a PIRELLI Care™ Package, may be requested at any time up to expiry of the payment plan of the PIRELLI Care™ Package purchased.

The roadside assistance and emergency service may be requested at any time during the validity of the "SUPERIOR" Package, by contacting Europ Assistance Vai S.p.A. through the App.

The electric charging service may be used immediately if purchased at the same time as a PIRELLI Care™ Package. In all other cases, the electric charging service may be used 48 hours after the purchase.

#### **OVERVIEW IF THE PIRELLI CARE™ CUSTOMER HAS SELECTED THE OPTION TO PURCHASE 2 SETS OF TIRES (SUMMER + WINTER)**

If the PIRELLI Care™ Customer exercises - when purchasing the PIRELLI Care™ Package - the option to purchase an additional set of Tires with different seasonality and requests the fitting of the second set of Tires within the expiry of the payment plan relating to the first set, or within 24 months from the fitting of the first set, if the payment plan relating to the first set expires afterwards, the PIRELLI Care™ Customer will receive two separate invoices for the same amount (the amount of which will have been defined taking into account the total value of both sets of Tires):

- the first following the fitting of the first set of Tires;
- the second following the fitting of the second set of Tires.

In the event that the PIRELLI Care™ Customer requests the fitting of the second set of Tires within the expiry of the payment plan for the first set, or within 24 months from the fitting of the first set, if the payment plan for the first set expires afterwards, the PIRELLI Care™ Customer will have to pay, in addition to the amount of the first invoice, also the amount of the second invoice. Payment of the amounts of the second invoice will begin following expiry of the last installment of the first invoice.

If the PIRELLI Care™ Customer does not request the fitting of the second set of Tires by the expiry of the payment plan for the first set, or within 24 months from the fitting of the first set, if the payment plan relating to the first set expires subsequently, after having exercised - when purchasing the Package - the option to purchase an additional set of Tires with different seasonality, the PIRELLI Care™ Customer will not be able to purchase the second set (at the price set at the time of purchase of the Package) and in this case, the second invoice will not be issued. The PIRELLI Care™ Customer shall be required to pay the amounts still due relating to the first invoice, without changes.

The PIRELLI Care™ Customer may at any time request the return of the Tires left in storage. With the return, the storage obligation towards the PIRELLI Care™ Customer ceases, and the latter will not have the right to request reactivation of the storage, but will still be required to pay the Residual Amount, which can be paid in installments.

## **ADDITIONAL INFORMATION FOR IF THE PIRELLI CARE™ CUSTOMER WISHES TO ADD A NEW SET OF DIFFERENT SEASONALITY TO THE PIRELLI CARE™ PACKAGE PURCHASED**

In the event that the PIRELLI Care™ Customer has previously purchased a PIRELLI Care™ Package with only one set of Tires and as long as the payment plan is still active, it is possible to add another set of Tires of different seasonality, to be fitted within 8 months from purchase.

In case of failure to fit within the aforementioned term, the PIRELLI Care™ Customer will not be bound to the subsequent purchase.

The accessory services described in the PIRELLI Care™ Package already purchased with the addition of the Seasonal Deposit will be applied to the second set of Tires. If the PIRELLI Care™ Customer has already purchased the Seasonal Deposit as Additional Service, it will no longer be required pay the relative amount from the moment the new monthly charge is received.

The new monthly charge for the new set of tires is calculated based on the driving preferences and the type of the PIRELLI Care™ Package previously indicated, and on the tires chosen by the PIRELLI Care™ Customer in such a way that the duration of the payment plan extends up to a maximum of 48 months.

The new monthly charge will start after the PIRELLI Care™ Customer has carried out the fitting of the second set and in any case, after the expiry of the charges relating to the first payment plan.

In the event that the PIRELLI Care™ Customer does not request the fitting of the second (additional) set of Tires within 8 months of purchase, the PIRELLI Care™ Customer will not be bound by said purchase and the second invoice will not be issued. The PIRELLI Care™ Customer shall be required to pay the amounts still due relating to the first invoice, without changes.

## **OVERVIEW OF THE EXTENSION OF THE WARRANTY**

The extension of the warranty on Tires (hereinafter referred to as the “**PIRELLI CARE™ Warranty**”), offers the PIRELLI Care™ Customer the possibility to request, at no additional cost, the repair and/or replacement (in the event that repair is not possible) of the Tires purchased with a PIRELLI Care™ Package, in the event of damage due to an accidental event, occurring up to the expiry of the payment plan of the PIRELLI Care™ Package purchased. In case of free replacement of the Tire by taking advantage of the Additional Service of warranty extension, the contribution for the disposal of the tires will be due by the PIRELLI Care™ Customer, to whom it will be billed in a single payment.

It is specified that the maximum number of interventions offered by the PIRELLI Care™ Warranty shall be equal to the number of Tires included in the PIRELLI Care™ Package purchased.

The PIRELLI Care™ Warranty starts from the first installation and has the same duration as the PIRELLI Care™ Package purchased.

The request to use the PIRELLI Care™ Warranty must be made by the PIRELLI Care™ Customer, as indicated in the App.

## **WHAT DOES THE "YOUR DRIVING STYLE" FEATURE INVOLVE?**

The "YOUR DRIVING STYLE" feature, found within the PIRELLI Care™ App, is available free of charge, for users who create a PIRELLI Care™ account by entering a valid e-mail address.

The feature detects and processes data on speed, braking, acceleration and steering performed in a vehicle, assigning the user an "ECO," "COMFORT" or "DYNAMIC" profile.

The GPS and the "Movement and Fitness" and "Notifications" features referring to the App must be active on the user's mobile device to activate the "YOUR DRIVING STYLE" feature. Once all of the indicated features are active, when the vehicle is started, the App will automatically collect data about the vehicle's movements using a low-battery approach to the mobile device.

The collected data are used exclusively to offer useful information for the user's individual needs.

### **WHEN DOES THE PIRELLI CARE™ CUSTOMER BEGIN TO PAY, HOW MUCH AND FOR HOW LONG?**

The debiting of the first Monthly Amount relative to the PIRELLI Care™ Packages takes place on the last day of the month following installation of the Tires and will continue for the months of duration of the relative PIRELLI Care™ Package.

The Debiting of the Monthly Amount for the Additional Services shall occur on the last day of the month following activation and shall continue until their termination, or deactivation by the PIRELLI Care™ Customer (see relevant paragraphs), or withdrawal by Pirelli.

The PIRELLI Care™ Customer shall pay only the Monthly Amount correlated to the PIRELLI Care™ Packages and/or the selected Additional Services. The Monthly Amount for the purchase in installments of Tires includes the share relating to the contribution for disposal of the Tires (ELT) and VAT, which will be stated separately on the invoice.

The duration of the PIRELLI Care™ Package will depend on the type of Tire purchased, on whether the purchase option for the second set of Tires has been selected, on the indication of the driving profile ("Eco", "Comfort" or "Dynamic") and on the declaration of the average mileage traveled per year, made by the PIRELLI Care™ customer. On the basis of the aforementioned data, Pirelli will propose to the PIRELLI Care™ Customer, at the time of formulating the relative proposal, a period of duration of the relative PIRELLI Care™ Package. The duration of the PIRELLI Care™ Package coincides with the duration of the monthly payment plan.

### **CAN THE AMOUNTS AND/OR FEATURES OF THE PIRELLI CARE™ PACKAGES OR ADDITIONAL SERVICES CHANGE?**

The amounts due and/or features of the PIRELLI Care™ Packages or Additional Services for sale on the Website or on the App may be subject to change as indicated below.

For PIRELLI Care™ Packages, the aforementioned changes will only apply for purchases made after the date of the change.

For Additional Services, any changes may be made by Pirelli during the provision of Additional Services already purchased, with notice of at least 30 days, communicated to the PIRELLI Care™ Customer by e-mail. The PIRELLI Care™ Customer may withdraw, without further charges, within 30 days following receipt of the aforementioned communication, through the procedure described in the general terms and conditions of sale and on the App.

If the Additional Service that is the subject of the communication consists in the storage of the tires, and the PIRELLI Care™ Customer has communicated withdrawal, the PIRELLI Care™ Customer shall collect the

tires stored at the selected dealer within 30 days of sending the notice of withdrawal. If the PIRELLI Care™ Customer shall not proceed with collection by that date, PIRELLI will have the right to charge the additional costs incurred by it for storage of the tires until the actual collection date, and, after a further 30 days, from the date on which the PIRELLI Care™ Customer could have proceeded with withdrawal, it will also have the right to arrange for the disposal of the tires, at its own initiative but at the expense of the PIRELLI Care™ Customer, without any obligation to provide further communications.

### **WHERE CAN THE PARTICIPATING DEALERS BE FOUND?**

You can locate participating dealers on the Website (in the "View participating dealers on map" section) and on the App.

### **WHAT IS THE ACCEPTED PAYMENT METHOD?**

Major credit cards and PayPal. Additional prepaid or rechargeable payment instruments are not permitted

### **IS IT POSSIBLE TO DEACTIVATE PIRELLI CARE™ PACKAGES AND/OR ADDITIONAL SERVICES? WHAT ARE THE CONSEQUENCES?**

The PIRELLI Care™ Customer can deactivate the selected Package and/or Additional Services at any time.

In case of deactivation of a PIRELLI Care™ Package, the PIRELLI Care™ Customer will have to make the immediate payment of a total amount equal to the Monthly Amounts not yet expired of the amount of the purchased Package ("Residual Amount"). This will be done by debiting the Residual Amount on the credit card communicated by the PIRELLI Care™ Customer or debiting the PayPal account for the purpose of billing the Monthly Amount on the last day of the month in which deactivation was requested.

In this case, the duration of the PIRELLI Care™ Package will cease with the payment of the Residual Amount and, if necessary, with the provision to the PIRELLI Care™ Customer, for collection, of any Tires in storage.

In case of deactivation of the Additional Services in the absence of a PIRELLI Care™ Package, the PIRELLI Care™ Customer will no longer be charged with effect from the month following that of deactivation. The PIRELLI Care™ Customer will always have the possibility to request the purchase of Additional Packages and Services in the future.

### **WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE BEFORE EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

The PIRELLI Care™ Customer will have to continue to pay the Monthly Amounts still due for the PIRELLI Care™ Packages.

### **WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE AFTER EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

Upon expiry of the payment plan of the selected PIRELLI Care™ Package, no other payment will be required from the PIRELLI Care™ Customer. The PIRELLI Care™ Customer will receive monthly charges only for the Additional Services that are still active and will be able to make new purchases of PIRELLI Care™ Packages and Additional Services.

## **BY ADHERING TO THE PIRELLI CARE™ OFFER, IS IT POSSIBLE TO PURCHASE TIRES OF ANY SIZE?**

Yes, you can buy Tires of any size.

## **IS IT POSSIBLE TO ADD ONE OR MORE VEHICLES?**

It is possible to add other vehicles to an existing account (in the "Garage" section of the App), to purchase new PIRELLI Care™ Packages and Additional Services for said vehicle/s. PIRELLI Care™ Packages and Additional Services can only refer to the vehicle for which they were purchased and cannot be transferred to or used for any other vehicles added, with the exception of the Electric Recharge service which can be provided on any vehicle linked to the PIRELLI Care™ Customer's account.

## **WHO PROVIDES THE SERVICES?**

The services included in the purchased PIRELLI Care™ Packages and/or Additional Services will be provided - where applicable - through the dealer chosen by the PIRELLI Care™ Customer from those indicated in the appropriate section of the Website and/or the App.

Roadside assistance and emergency service, included in the PIRELLI Care™ "SUPERIOR" Package, is provided through Europ Assistance Vai S.p.A.

The electric charging service is provided through access to electric vehicle charging infrastructure, accessible to the public, owned or in any case managed by Enel X Way Italia S.r.l.

## **WHAT PERSONAL DATA IS REQUESTED IN THE CONTEXT OF THE PIRELLI CARE™ OFFER?**

- **Driving style:** You will be asked to choose a driving style from the three proposed ("Eco", "Comfort" or "Dynamic"), which will allow Pirelli to formulate an offer consistent with the options selected by the user.
- **Kilometers traveled per year:** the user will be asked to specify how many kilometers (in thousands) s/he intends to travel in a year, in order to allow Pirelli to formulate an offer consistent with what the user has declared.
- **Vehicle license plate:** the user will be asked for the vehicle's license plate when configuring the offer.

To "create an account," simply enter a valid e-mail address. In this case, the user will be able to activate the "your driving style" feature and view editorial content.

To purchase one of the Packages, becoming a PIRELLI Care™ Customer, the user will be required to add additional data by filling in the following mandatory fields, all of which are necessary to complete the process:

- E-mail
- Name and Surname
- Password
- Telephone no.
- Date of birth
- Tax Code or VAT number
- Address (Street and number)
- Zip code
- City

- Province
- Country
- Method of payment: the PIRELLI Care™ Customer is required to provide the information necessary for the correct purposes of billing the Monthly Amount. Once the details relating to the selected method of payment have been provided, the PIRELLI Care™ Customer is redirected to the respective web forms to confirm the payment data.

## **HOW TO REQUEST THE FITTING OF THE TIRES AND THE PROVISION OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGE PURCHASED**

To request the fitting of the Tires and the provision of the services included in the PIRELLI Care™ Package purchased, the PIRELLI Care™ Customer shall select a dealer from among those indicated on the App to request an appointment. Within 90 (ninety) days from the date of confirmation of the purchase choice of the relative PIRELLI Care™ Package, the PIRELLI Care™ Customer shall select an appointment date (which may also be for a date after 90 days).

If the dealer does not respond to the PIRELLI Care™ Customer's request, the PIRELLI Care™ Customer will be contacted by customer service which will propose a different dealer.

The PIRELLI Care™ Customer undertakes to come to the appointment at the date and time of appointment confirmed by PIRELLI.

It will be possible to make an appointment starting from the third (3rd) calendar day with respect to the date of confirmation of the purchase choices for a PIRELLI Care™ Package.

## **WHAT IS IT POSSIBLE TO DO WITH THE PIRELLI CARE™ APP?**

- 1) Activate the "Your Driving Style" feature;
- 2) View the editorial content;
- 3) Furthermore, once the PIRELLI Care™ offer has been activated (through the Website or the App) it will be possible, solely via the App to:
  - make changes, where permitted, to the PIRELLI Care™ Packages and/or Additional Services;
  - add one or more vehicles to an account already created;
  - manage the booking of Additional Services;
  - make requests for services included in the PIRELLI Care™ packages;
  - request an appointment at the selected dealer and receive notifications of confirmation/modification of the appointment time and date;
  - receive notifications on the provision of the requested services and provide feedback on the quality of the service received;
  - view the driving style and the annual mileage declared at the time of purchase of the PIRELLI Care™ Package; Pirelli reserves the right, directly or through its dealers, to check the km traveled with the Tires by the PIRELLI Care™ Customer (registration of the km of the car when it is at the point of sale);

- modify the selected dealer, choosing one of those present on the Website and on the App;
- update the payment method;
- display the status of payments made;
- contact PIRELLI Care™ customer service for support requests;
- waive the provision of the services included in the PIRELLI Care™ Packages or included in the Additional Services of which you have not yet benefited and/or request their early termination.

Purchases can be made both on the Site and on the App.

**CAN I TRANSFER MY RIGHTS AND OBLIGATIONS RELATING TO THE TIRES AND/OR SERVICES PURCHASED TO OTHER CUSTOMERS?**

No, this is not possible.

**WHAT IS THE PROCEDURE FOR REQUESTING AN INSPECTION OF THE TIRES PURCHASED WITH THE PIRELLI CARE™ OFFER?**

To request the inspection of one or more Tires purchased with the PIRELLI Care™ offer, it is necessary to complete the form in its entirety available via the [following link](#) and send it to the following email address [support@pirellicare.com](mailto:support@pirellicare.com).

After sending the form, a generic appointment can be requested at a Dealer via the App, in order to verify the presence of defects or non-conformities in the Tire(s) subject to the inspection request.

**HOW CAN THE RIGHT OF WITHDRAWAL BE EXERCISED?**

The Consumer who intends to exercise the right of withdrawal shall complete the form in its entirety available via the [following link](#) and send it - within 14 (fourteen) days following the fitting of the Tires purchased with the PIRELLI Care™ offer - to PIRELLI, in one of the following ways:

- e-mail: [support@pirellicare.com](mailto:support@pirellicare.com)
- by FAX: to the number 800.016.614
- Registered letter with return receipt to the address:  
Pirelli Tyre S.p.A.  
c/o Contact Center  
Viale Piero and Alberto Pirelli, 25 20126 – Milan  
or Certified Email Address: [pirellityre.pecri@pec.pirelli.it](mailto:pirellityre.pecri@pec.pirelli.it)

The Consumer will receive an email from PIRELLI confirming receipt of communication.

\*\*\* END OF DOCUMENT \*\*\*

## PIRELLI CARE

### SUMMARY DOCUMENT RELATIVE TO OFFER TO THE PUBLIC TO BE CONVERTED INTO Q&A FOR WEBSITE AND APP – ITALY

#### WHICH PURCHASES DOES THIS DOCUMENT APPLY TO?

This document applies to purchases made on or after 02 August 2023. For purchases made previously, you can consult the document in force when you made your purchase by [clicking here](#).

#### **WHAT DOES THE PIRELLI CARE™ OFFER INCLUDE?**

The PIRELLI Care™ offer is designed to improve the purchasing experience and the use of products and services correlated to the world of mobility; the offer is promoted by Pirelli Tyre S.p.A. (“Pirelli”), allows those who adhere (the “**PIRELLI Care™ Customer**”) to purchase packages (jointly referred to as the “**PIRELLI Care™ Packages**”) consisting of one or more sets of 4 tires bearing Pirelli Group brands (the “**Tires**”) and services relating to the Tires and/or the vehicle on which such Tires are fitted (the “**PIRELLI Care™ Packages**” or the “**Packages**”) selected from a series of options proposed by PIRELLI based on the characteristics of the vehicle (identified by registration plate, brand, model, version and year of registration). Based on the declared driving style and annual mileage, the duration of the Package and relative fee, which the PIRELLI Care™ Customer will pay in monthly installments without interest and/or other charges (the “**Monthly Amount**”), will be determined.

There are currently two different PIRELLI Care™ Packages, as further detailed in the section “**WHAT ARE THE TYPES OF PIRELLI CARE™ PACKAGES?**”

The PIRELLI Care™ Customer may also: (i) purchase additional services such as "extended warranty", "seasonal storage" and “electric charging” (the “**Additional Services**”) as described on the Website and App (as defined below), (ii) be regularly informed, through the App and the Website, about Pirelli's news, including any potential promotions dedicated to PIRELLI Care™ Customers, and take advantage of the "YOUR DRIVING STYLE" feature within the PIRELLI Care™ App, available free of charge, for users who create a PIRELLI Care™ account by entering a valid e-mail address.

#### **WHO CAN ADHERE TO THE PIRELLI CARE™ OFFER AND HOW?**

The PIRELLI Care™ offer is open to individuals, whether final consumers as defined in accordance with Legislative Decree no. 206, of 6 September 2005, as amended (the “**Consumer Code**”), or those acting for purposes relating to their entrepreneurial, commercial, handicraft or professional activity, excluding natural or legal persons who carry out professional activities, including on an occasional basis, for the repair and/or sale and/or rental of vehicles and/or transport of persons or objects, for their own account or on behalf of third parties.

The PIRELLI Care™ offer is accessible through a dedicated website (the “**Website**”) and a dedicated app, which can be downloaded for free from the Google Play Store and Apple Store (the “**App**” or the “**PIRELLI Care™ App**”).

The PIRELLI Care™ offer can be adhered to on the Website and on the App via an entirely digital path that will allow the PIRELLI Care™ Customer to set up the offer in just a few clicks.

PIRELLI Care™ Customers can also go to the point of sale of the dealer selected from those indicated on the Website and on the App, to receive support during the digital path in building the PIRELLI Care™ offer and in the choice that best suits their needs.

## **WHAT ARE THE TYPES OF PIRELLI™ CARE PACKAGES?**

The types of PIRELLI Care™ Packages are:

- **"SMART" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App, and the execution of the following ancillary services: removal, fitting, balancing and reset of TPMS sensors, to be carried out at the same time as the fitting of the set of tires purchased.
- **"SUPERIOR" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App and the execution of the services included in the "SMART" Package, in addition to the following additional services: additional breakdown and roadside assistance, vehicle check-up, complete wheel alignment and vehicle sanitization (as described in the section "OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICES"). The vehicle check-up, complete set-up and sanitization services will be carried out when the Tires are fitted (including fitting of the second set of Tires purchased, if any).

When selecting one of the PIRELLI Care™ Packages, the PIRELLI Care™ Customer will also have the option of purchasing (fixing the applicable price) another set of Tires (with a different seasonality), it being understood that the fitting of the second set of Tires shall be within the first of the following events: the expiry of the payment plan relating to the first set, or 24 months from the fitting of the first set, if the payment plan relating to the first set expires later, subject to confirmation of the purchase by the PIRELLI Care™ Customer. The ancillary services described in the "SMART" Package will be applied to the second set of Tires.

In this case, the Package shall also include a seasonal storage service for a maximum of one set of Tires at a time, until expiry of the Package (and therefore until expiry of the payment plan for the second set of Tires).

In case of failure to fit within the aforementioned deadline, the PIRELLI Care™ Customer will not be bound to purchase the second set of Tires.

It is also possible to add a set of different seasonalities to the PIRELLI Care™ Package purchased. More information is provided in the section "ADDITIONAL INFORMATION FOR IF THE PIRELLI CARE™ CUSTOMER WISHES TO ADD A NEW SET OF DIFFERENT SEASONALITY TO THE PIRELLI CARE™ PACKAGE PURCHASED".

## **WHAT ARE THE ADDITIONAL SERVICES THAT CAN BE ADDED?**

After purchasing one of the PIRELLI Care™ Packages, PIRELLI Care™ Customers will be able to add the following additional services:

- (xvi) warranty extension on the Tire (upon purchase of a PIRELLI Care™ Package). Warranty extension can only be purchased together with the purchase of a PIRELLI Care™ Package;
- (xvii) seasonal storage. Seasonal storage can only be purchased together with the purchase of a PIRELLI Care™ Package;
- (xviii) electric charging service. The service can be purchased concurrently with or subsequent to the purchase of a PIRELLI Care™ Package, throughout the validity period of that package.

## **WHAT IS THE MAXIMUM NUMBER OF PIRELLI CARE™ PACKAGES THAT CAN BE PURCHASED?**

Each PIRELLI Care™ Customer, regardless of the number of accounts created, may use only one account to purchase PIRELLI Care™ Packages and/or Additional Services. Each PIRELLI Care™ Customer may purchase PIRELLI Care™ Packages and/or Additional Services for up to four vehicles and have only one PIRELLI Care™ Package active for each vehicle at the same time.

## **OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICES**

It is pointed out that the request for services included in the PIRELLI Care™ Packages and Additional Services may only refer to the vehicle(s) indicated during the purchase procedure of the PIRELLI Care™ Package. For roadside assistance and emergency service (included in the PIRELLI Care™ "SUPERIOR" Package) please see the specific limitations correlated to the vehicle.

- **Complete wheel alignment:** this consists in verifying the toe-in, camber and castor, front and rear, with zeroing of the vehicle's steering angle sensor. This is included in the "SUPERIOR" Package and will be performed when the Tires are fitted (including fitting of the second set of Tires purchased, if any).
- **Roadside assistance and Emergency service:** is a service provided by Europ Assistance Vai S.p.A. throughout Europe (excluding breakdown, valid only in Italy), excluding countries in a state of declared or de facto belligerence. The service is provided on condition that the vehicle has been registered in Italy with Italian license plates and has a GVWR of up to 3,500 kg. Detailed information is included in the description of the "[Breakdown and Roadside Assistance](#)" on the Website and on the App.
- **Vehicle check-up:** this consists in checking the pressure of the tires fitted and the spare wheel, visually checking the windows, wipers, checking the efficiency of the lighting systems, checking the horn, checking the level of fluids – engine oil, coolant and wiper water – and in verifying the expiration of the inspection. It is included in the "SUPERIOR" Package and will be performed when fitting the Tires (including fitting of the second set of Tires purchased, if any).
- **Seasonal storage:** this consists in the storage of tires requested through the selected dealer and also includes fitting, dismounting, wheel balancing and TPMS sensor reset. It begins at the time of dismounting of the Tires for which storage is required. It is included in the PIRELLI Care™ Packages if the PIRELLI Care™ Customer decides to purchase 2 sets of Tires of different seasons. It can be selected as an Additional Service only at the same time as the purchase of one of the PIRELLI Care™ Packages. Seasonal Storage will remain active even after the expiry of the payment plan related to said Package, against payment of the relevant monthly amount and with the PIRELLI Care™ Customer's right to deactivate the service at any time via the PIRELLI Care™ App and request the return of the tires left in storage.
- **Tire Warranty Extension:** this consists in the repair and/or replacement (in case the repair is not possible) of the Tires purchased with a PIRELLI Care™ Package, without additional costs, in case of damage due to an accidental event, occurred until expiry of the payment plan of the PIRELLI Care™ Package purchased. In case of free replacement of the Tire by taking advantage of the Additional Service of warranty extension, the contribution for the disposal of the tires will be due by the PIRELLI Care™ Customer, to whom it will be billed in a single payment. The maximum number of interventions offered will be equal to the number of Tires included in the Pirelli Care™ Package purchased. Currently it can only be selected as an Additional Service in conjunction with the purchase of one of the Pirelli Care™ Packages.
- **TPMS Sensor Reset:** this consists in resetting the tire pressure warning light after fitting or after the warning light on the dashboard turns on.

- **Electric Charging:** consists of the possibility to charge electric vehicles through access to infrastructures for charging such vehicles (hereinafter "EVCI"), accessible to the public, owned or in any case managed by Enel X Way Italia S.r.l. for EVCI with AC/DC sockets of less than 100 kW. More information is available in the document "[DESCRIPTION OF THE ADDITIONAL ELECTRIC CHARGING SERVICE](#)".
- **Vehicle sanitization:** this consists of the internal sanitization of the passenger compartment in order to reduce bad smells, viruses, bacteria, and dust mites. It is included in the "SUPERIOR" Package and will be carried out when fitting the Tires (including fitting of the second set of Tires purchased, if any).

### **WHEN WILL THE SERVICES INCLUDED IN THE PIRELLI CARE™ OFFER BE PROVIDED?**

The services included in the PIRELLI Care™ Packages shall be provided at the time of fitting the purchased Tires, except as specified below.

Vehicle check-up, complete wheel alignment and vehicle sanitization services, included in the "SUPERIOR" Package, will be carried out when fitting the Tires (including fitting of the second set of Tires purchased, if any).

The extension of the warranty on the Tires, which can only be purchased together with the purchase of a PIRELLI Care™ Package, may be requested at any time up to expiry of the payment plan of the PIRELLI Care™ Package purchased.

The roadside assistance and emergency service may be requested at any time during the validity of the "SUPERIOR" Package, by contacting Europ Assistance Vai S.p.A. through the App.

The electric charging service may be used immediately if purchased at the same time as a PIRELLI Care™ Package. In all other cases, the electric charging service may be used 48 hours after the purchase.

### **OVERVIEW IF THE PIRELLI CARE™ CUSTOMER HAS SELECTED THE OPTION TO PURCHASE 2 SETS OF TIRES (SUMMER + WINTER)**

If the PIRELLI Care™ Customer exercises - when purchasing the PIRELLI Care™ Package - the option to purchase an additional set of Tires with different seasonality and requests the fitting of the second set of Tires within the expiry of the payment plan relating to the first set, or within 24 months from the fitting of the first set, if the payment plan relating to the first set expires afterwards, the PIRELLI Care™ Customer will receive two separate invoices for the same amount (the amount of which will have been defined taking into account the total value of both sets of Tires):

- the first following the fitting of the first set of Tires;
- the second following the fitting of the second set of Tires.

In the event that the PIRELLI Care™ Customer requests the fitting of the second set of Tires within the expiry of the payment plan for the first set, or within 24 months from the fitting of the first set, if the payment plan for the first set expires afterwards, the PIRELLI Care™ Customer will have to pay, in addition to the amount of the first invoice, also the amount of the second invoice. Payment of the amounts of the second invoice will begin following expiry of the last installment of the first invoice.

If the PIRELLI Care™ Customer does not request the fitting of the second set of Tires by the expiry of the payment plan for the first set, or within 24 months from the fitting of the first set, if the payment plan relating to the first set expires subsequently, after having exercised - when purchasing the Package - the option to purchase an additional set of Tires with different seasonality, the PIRELLI Care™ Customer will not be able to purchase the second set (at the price set at the time of purchase of the Package) and in this case, the second invoice will not be issued. The PIRELLI Care™ Customer shall be required to pay the amounts still due relating to the first invoice, without changes.

The PIRELLI Care™ Customer may at any time request the return of the Tires left in storage. With the return, the storage obligation towards the PIRELLI Care™ Customer ceases, and the latter will not have the right to request reactivation of the storage, but will still be required to pay the Residual Amount, which can be paid in installments.

#### **ADDITIONAL INFORMATION FOR IF THE PIRELLI CARE™ CUSTOMER WISHES TO ADD A NEW SET OF DIFFERENT SEASONALITY TO THE PIRELLI CARE™ PACKAGE PURCHASED**

In the event that the PIRELLI Care™ Customer has previously purchased a PIRELLI Care™ Package with only one set of Tires and as long as the payment plan is still active, it is possible to add another set of Tires of different seasonality, to be fitted within 8 months from purchase.

In case of failure to fit within the aforementioned term, the PIRELLI Care™ Customer will not be bound to the subsequent purchase.

The accessory services described in the PIRELLI Care™ Package already purchased with the addition of the Seasonal Deposit will be applied to the second set of Tires. If the PIRELLI Care™ Customer has already purchased the Seasonal Deposit as Additional Service, it will no longer be required pay the relative amount from the moment the new monthly charge is received.

The new monthly charge for the new set of tires is calculated based on the driving preferences and the type of the PIRELLI Care™ Package previously indicated, and on the tires chosen by the PIRELLI Care™ Customer in such a way that the duration of the payment plan extends up to a maximum of 48 months.

The new monthly charge will start after the PIRELLI Care™ Customer has carried out the fitting of the second set and in any case, after the expiry of the charges relating to the first payment plan.

In the event that the PIRELLI Care™ Customer does not request the fitting of the second (additional) set of Tires within 8 months of purchase, the PIRELLI Care™ Customer will not be bound by said purchase and the second invoice will not be issued. The PIRELLI Care™ Customer shall be required to pay the amounts still due relating to the first invoice, without changes.

#### **OVERVIEW OF THE EXTENSION OF THE WARRANTY**

The extension of the warranty on Tires (hereinafter referred to as the “**PIRELLI CARE™ Warranty**”), offers the PIRELLI Care™ Customer the possibility to request, at no additional cost, the repair and/or replacement (in the event that repair is not possible) of the Tires purchased with a PIRELLI Care™ Package, in the event of damage due to an accidental event, occurring up to the expiry of the payment plan of the PIRELLI Care™ Package purchased. In case of free replacement of the Tire by taking advantage of the Additional Service of warranty extension, the contribution for the disposal of the tires will be due by the PIRELLI Care™ Customer, to whom it will be billed in a single payment.

It is specified that the maximum number of interventions offered by the PIRELLI Care™ Warranty shall be equal to the number of Tires included in the PIRELLI Care™ Package purchased.

The PIRELLI Care™ Warranty starts from the first installation and has the same duration as the PIRELLI Care™ Package purchased.

The request to use the PIRELLI Care™ Warranty must be made by the PIRELLI Care™ Customer, as indicated in the App.

## **WHAT DOES THE "YOUR DRIVING STYLE" FEATURE INVOLVE?**

The "YOUR DRIVING STYLE" feature, found within the PIRELLI Care™ App, is available free of charge, for users who create a PIRELLI Care™ account by entering a valid e-mail address.

The feature detects and processes data on speed, braking, acceleration and steering performed in a vehicle, assigning the user an "ECO," "COMFORT" or "DYNAMIC" profile.

The GPS and the "Movement and Fitness" and "Notifications" features referring to the App must be active on the user's mobile device to activate the "YOUR DRIVING STYLE" feature. Once all of the indicated features are active, when the vehicle is started, the App will automatically collect data about the vehicle's movements using a low-battery approach to the mobile device.

The collected data are used exclusively to offer useful information for the user's individual needs.

## **WHEN DOES THE PIRELLI CARE™ CUSTOMER BEGIN TO PAY, HOW MUCH AND FOR HOW LONG?**

The debiting of the first Monthly Amount relative to the PIRELLI Care™ Packages takes place on the last day of the month following installation of the Tires and will continue for the months of duration of the relative PIRELLI Care™ Package.

The Debiting of the Monthly Amount for the Additional Services shall occur on the last day of the month following activation and shall continue until their termination, or deactivation by the PIRELLI Care™ Customer (see relevant paragraphs), or withdrawal by Pirelli.

The PIRELLI Care™ Customer shall pay only the Monthly Amount correlated to the PIRELLI Care™ Packages and/or the selected Additional Services. The Monthly Amount for the purchase in installments of Tires includes the share relating to the contribution for disposal of the Tires (ELT) and VAT, which will be stated separately on the invoice.

The duration of the PIRELLI Care™ Package will depend on the type of Tire purchased, on whether the purchase option for the second set of Tires has been selected, on the indication of the driving profile ("Eco", "Comfort" or "Dynamic") and on the declaration of the average mileage traveled per year, made by the PIRELLI Care™ customer. On the basis of the aforementioned data, Pirelli will propose to the PIRELLI Care™ Customer, at the time of formulating the relative proposal, a period of duration of the relative PIRELLI Care™ Package. The duration of the PIRELLI Care™ Package coincides with the duration of the monthly payment plan.

## **CAN THE AMOUNTS AND/OR FEATURES OF THE PIRELLI CARE™ PACKAGES OR ADDITIONAL SERVICES CHANGE?**

The amounts due and/or features of the PIRELLI Care™ Packages or Additional Services for sale on the Website or on the App may be subject to change as indicated below.

For PIRELLI Care™ Packages, the aforementioned changes will only apply for purchases made after the date of the change.

For Additional Services, any changes may be made by Pirelli during the provision of Additional Services already purchased, with notice of at least 30 days, communicated to the PIRELLI Care™ Customer by e-mail. The PIRELLI Care™ Customer may withdraw, without further charges, within 30 days following receipt of the aforementioned communication, through the procedure described in the general terms and conditions of sale and on the App.

If the Additional Service that is the subject of the communication consists in the storage of the tires, and the PIRELLI Care™ Customer has communicated withdrawal, the PIRELLI Care™ Customer shall collect the tires stored at the selected dealer within 30 days of sending the notice of withdrawal. If the PIRELLI Care™ Customer shall not proceed with collection by that date, PIRELLI will have the right to charge the additional costs incurred by it for storage of the tires until the actual collection date, and, after a further 30 days, from the date on which the PIRELLI Care™ Customer could have proceeded with withdrawal, it will also have the right to arrange for the disposal of the tires, at its own initiative but at the expense of the PIRELLI Care™ Customer, without any obligation to provide further communications.

### **WHERE CAN THE PARTICIPATING DEALERS BE FOUND?**

You can locate participating dealers on the Website (in the "View participating dealers on map" section) and on the App.

### **WHAT IS THE ACCEPTED PAYMENT METHOD?**

Major credit cards and PayPal. Additional prepaid or rechargeable payment instruments are not permitted

### **IS IT POSSIBLE TO DEACTIVATE PIRELLI CARE™ PACKAGES AND/OR ADDITIONAL SERVICES? WHAT ARE THE CONSEQUENCES?**

The PIRELLI Care™ Customer can deactivate the selected Package and/or Additional Services at any time.

In case of deactivation of a PIRELLI Care™ Package, the PIRELLI Care™ Customer will have to make the immediate payment of a total amount equal to the Monthly Amounts not yet expired of the amount of the purchased Package ("Residual Amount"). This will be done by debiting the Residual Amount on the credit card communicated by the PIRELLI Care™ Customer or debiting the PayPal account for the purpose of billing the Monthly Amount on the last day of the month in which deactivation was requested.

In this case, the duration of the PIRELLI Care™ Package will cease with the payment of the Residual Amount and, if necessary, with the provision to the PIRELLI Care™ Customer, for collection, of any Tires in storage.

In case of deactivation of the Additional Services in the absence of a PIRELLI Care™ Package, the PIRELLI Care™ Customer will no longer be charged with effect from the month following that of deactivation. The PIRELLI Care™ Customer will always have the possibility to request the purchase of Additional Packages and Services in the future.

### **WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE BEFORE EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

The PIRELLI Care™ Customer will have to continue to pay the Monthly Amounts still due for the PIRELLI Care™ Packages.

## **WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE AFTER EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

Upon expiry of the payment plan of the selected PIRELLI Care™ Package, no other payment will be required from the PIRELLI Care™ Customer. The PIRELLI Care™ Customer will receive monthly charges only for the Additional Services that are still active and will be able to make new purchases of PIRELLI Care™ Packages and Additional Services.

## **BY ADHERING TO THE PIRELLI CARE™ OFFER, IS IT POSSIBLE TO PURCHASE TIRES OF ANY SIZE?**

Yes, you can buy Tires of any size.

## **IS IT POSSIBLE TO ADD ONE OR MORE VEHICLES?**

Each PIRELLI Care™ Customer may add additional vehicles to his/her existing account (in the "Garage" section of the App), to make the purchase for said vehicle(s) of new PIRELLI Care™ Packages and Additional Services, up to the maximum provided in the section "WHAT IS THE MAXIMUM NUMBER OF PIRELLI CARE™ PACKAGES THAT CAN BE PURCHASED?". PIRELLI Care™ Packages and Additional Services can only refer to the vehicle for which they were purchased and cannot be transferred to or used for any other vehicles added, with the exception of the Electric Recharge service which can be provided on any vehicle linked to the PIRELLI Care™ Customer's account.

## **WHO PROVIDES THE SERVICES?**

The services included in the purchased PIRELLI Care™ Packages and/or Additional Services will be provided - where applicable - through the dealer chosen by the PIRELLI Care™ Customer from those indicated in the appropriate section of the Website and/or the App.

Roadside assistance and emergency service, included in the PIRELLI Care™ "SUPERIOR" Package, is provided through Europ Assistance Vai S.p.A.

The electric charging service is provided through access to electric vehicle charging infrastructure, accessible to the public, owned or in any case managed by Enel X Way Italia S.r.l.

## **WHAT PERSONAL DATA IS REQUESTED IN THE CONTEXT OF THE PIRELLI CARE™ OFFER?**

- **Driving style:** You will be asked to choose a driving style from the three proposed ("Eco", "Comfort" or "Dynamic"), which will allow Pirelli to formulate an offer consistent with the options selected by the user.
- **Kilometers traveled per year:** the user will be asked to specify how many kilometers (in thousands) s/he intends to travel in a year, in order to allow Pirelli to formulate an offer consistent with what the user has declared.
- **Vehicle license plate:** the user will be asked for the vehicle's license plate when configuring the offer.

To "create an account," simply enter a valid e-mail address. In this case, the user will be able to activate the "your driving style" feature and view editorial content.

To purchase one of the Packages, becoming a PIRELLI Care™ Customer, the user will be required to add additional data by filling in the following mandatory fields, all of which are necessary to complete the process:

- E-mail
- Name and Surname
- Password
- Telephone no.
- Date of birth
- Tax Code or VAT number
- Address (Street and number)
- Zip code
- City
- Province
- Country
- Method of payment: the PIRELLI Care™ Customer is required to provide the information necessary for the correct purposes of billing the Monthly Amount. Once the details relating to the selected method of payment have been provided, the PIRELLI Care™ Customer is redirected to the respective web forms to confirm the payment data.

### **HOW TO REQUEST THE FITTING OF THE TIRES AND THE PROVISION OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGE PURCHASED**

To request the fitting of the Tires and the provision of the services included in the PIRELLI Care™ Package purchased, the PIRELLI Care™ Customer shall select a dealer from among those indicated on the App to request an appointment. Within 90 (ninety) days from the date of confirmation of the purchase choice of the relative PIRELLI Care™ Package, the PIRELLI Care™ Customer shall select an appointment date (which may also be for a date after 90 days).

If the dealer does not respond to the PIRELLI Care™ Customer's request, the PIRELLI Care™ Customer will be contacted by customer service which will propose a different dealer.

The PIRELLI Care™ Customer undertakes to come to the appointment at the date and time of appointment confirmed by PIRELLI.

It will be possible to make an appointment starting from the third (3rd) calendar day with respect to the date of confirmation of the purchase choices for a PIRELLI Care™ Package.

### **WHAT IS IT POSSIBLE TO DO WITH THE PIRELLI CARE™ APP?**

- 1) Activate the "Your Driving Style" feature;
- 2) View the editorial content;
- 3) Furthermore, once the PIRELLI Care™ offer has been activated (through the Website or the App) it will be possible, solely via the App to:
  - make changes, where permitted, to the PIRELLI Care™ Packages and/or Additional Services;
  - add one or more vehicles to an account already created;
  - manage the booking of Additional Services;

- make requests for services included in the PIRELLI Care™ packages;
- request an appointment at the selected dealer and receive notifications of confirmation/modification of the appointment time and date;
- receive notifications on the provision of the requested services and provide feedback on the quality of the service received;
- view the driving style and the annual mileage declared at the time of purchase of the PIRELLI Care™ Package; Pirelli reserves the right, directly or through its dealers, to check the km traveled with the Tires by the PIRELLI Care™ Customer (registration of the km of the car when it is at the point of sale);
- modify the selected dealer, choosing one of those present on the Website and on the App;
- update the payment method;
- display the status of payments made;
- contact PIRELLI Care™ customer service for support requests;
- waive the provision of the services included in the PIRELLI Care™ Packages or included in the Additional Services of which you have not yet benefited and/or request their early termination.

Purchases can be made both on the Site and on the App.

#### **CAN I TRANSFER MY RIGHTS AND OBLIGATIONS RELATING TO THE TIRES AND/OR SERVICES PURCHASED TO OTHER CUSTOMERS?**

No, this is not possible.

#### **WHAT IS THE PROCEDURE FOR REQUESTING AN INSPECTION OF THE TIRES PURCHASED WITH THE PIRELLI CARE™ OFFER?**

To request the inspection of one or more Tires purchased with the PIRELLI Care™ offer, it is necessary to complete the form in its entirety available via the [following link](#) and send it to the following email address [support@pirellicare.com](mailto:support@pirellicare.com).

After sending the form, a generic appointment can be requested at a Dealer via the App, in order to verify the presence of defects or non-conformities in the Tire(s) subject to the inspection request.

#### **HOW CAN THE RIGHT OF WITHDRAWAL BE EXERCISED?**

The Consumer who intends to exercise the right of withdrawal shall complete the form in its entirety available via the [following link](#) and send it - within 14 (fourteen) days following the fitting of the Tires purchased with the PIRELLI Care™ offer - to PIRELLI, in one of the following ways:

- e-mail: [support@pirellicare.com](mailto:support@pirellicare.com)
- by FAX: to the number 800.016.614

- Registered letter with return receipt to the address:  
Pirelli Tyre S.p.A.  
c/o Contact Center  
Viale Piero and Alberto Pirelli, 25 20126 – Milan  
or Certified Email Address: [pirellityre.pecri@pec.pirelli.it](mailto:pirellityre.pecri@pec.pirelli.it)

The Consumer will receive an email from PIRELLI confirming receipt of communication.

\*\*\* END OF DOCUMENT \*\*\*

## PIRELLI CARE

### SUMMARY DOCUMENT RELATIVE TO OFFER TO THE PUBLIC TO BE CONVERTED INTO Q&A FOR WEBSITE AND APP – ITALY

#### WHICH PURCHASES DOES THIS DOCUMENT APPLY TO?

This document applies to purchases made on or after 21 December 2023. For purchases made previously, you can consult the document in force when you made your purchase by [clicking here](#).

#### **WHAT DOES THE PIRELLI CARE™ OFFER INCLUDE?**

The PIRELLI Care™ offer is designed to improve the purchasing experience and the use of products and services correlated to the world of mobility; the offer is promoted by Pirelli Tyre S.p.A. (“Pirelli”), allows those who adhere (the “**PIRELLI Care™ Customer**”) to purchase packages (jointly referred to as the “**PIRELLI Care™ Packages**”) consisting of one set of 4 tires bearing Pirelli Group brands (the “**Tires**”) and services relating to the Tires and/or the vehicle on which such Tires are fitted (the “**PIRELLI Care™ Packages**” or the “**Packages**”) selected from a series of options proposed by PIRELLI based on the characteristics of the vehicle (identified by registration plate, brand, model, version and year of registration). Based on the declared driving style and annual mileage, the duration of the Package and relative fee, which the PIRELLI Care™ Customer will pay in monthly installments without interest and/or other charges (the “**Monthly Amount**”), will be determined.

There are currently two different PIRELLI Care™ Packages, as further detailed in the section “**WHAT ARE THE TYPES OF PIRELLI CARE™ PACKAGES?**”

The PIRELLI Care™ Customer may also: (i) purchase additional services such as “seasonal storage” and “electric charging” (the “**Additional Services**”) as described on the Website and App (as defined below), (ii) be regularly informed, through the App and the Website, about Pirelli's news, including any potential promotions dedicated to PIRELLI Care™ Customers, and take advantage of the “YOUR DRIVING STYLE” feature within the PIRELLI Care™ App, available free of charge, for users who create a PIRELLI Care™ account by entering a valid e-mail address.

#### **WHO CAN ADHERE TO THE PIRELLI CARE™ OFFER AND HOW?**

The PIRELLI Care™ offer is open to individuals, whether final consumers as defined in accordance with Legislative Decree no. 206, of 6 September 2005, as amended (the “**Consumer Code**”), or those acting for purposes relating to their entrepreneurial, commercial, handicraft or professional activity, excluding natural or legal persons who carry out professional activities, including on an occasional basis, for the repair and/or sale and/or rental of vehicles and/or transport of persons or objects, for their own account or on behalf of third parties.

The PIRELLI Care™ offer is accessible through a dedicated website (the “**Website**”) and a dedicated app, which can be downloaded for free from the Google Play Store and Apple Store (the “**App**” or the “**PIRELLI Care™ App**”).

The PIRELLI Care™ offer can be adhered to on the Website and on the App via an entirely digital path that will allow the PIRELLI Care™ Customer to set up the offer in just a few clicks.

PIRELLI Care™ Customers can also go to the point of sale of the dealer selected from those indicated on the Website and on the App, to receive support during the digital path in building the PIRELLI Care™ offer and in the choice that best suits their needs.

### **WHAT ARE THE TYPES OF PIRELLI™ CARE PACKAGES?**

The types of PIRELLI Care™ Packages are:

- **"SMART" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App, and the execution of the following ancillary services: removal, fitting, balancing and reset of TPMS sensors, to be carried out at the same time as the fitting of the set of tires purchased.
- **"SUPERIOR" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App and the execution of the services included in the "SMART" Package, in addition to the following additional services: additional breakdown and roadside assistance, vehicle check-up, complete wheel alignment and vehicle sanitization (as described in the section "OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICES"). The vehicle check-up, complete set-up and sanitization services will be carried out when the Tires are fitted (including fitting of the second set of Tires purchased, if any).

### **WHAT ARE THE ADDITIONAL SERVICES THAT CAN BE ADDED?**

After purchasing one of the PIRELLI Care™ Packages, PIRELLI Care™ Customers will be able to add the following additional services:

- (xix) seasonal storage. Seasonal storage can only be purchased together with the purchase of a PIRELLI Care™ Package;
- (xx) electric charging service. The service can be purchased concurrently with or subsequent to the purchase of a PIRELLI Care™ Package, throughout the validity period of that package.

### **WHAT IS THE MAXIMUM NUMBER OF PIRELLI CARE™ PACKAGES THAT CAN BE PURCHASED?**

Each PIRELLI Care™ Customer, regardless of the number of accounts created, may use only one account to purchase PIRELLI Care™ Packages and/or Additional Services. Each PIRELLI Care™ Customer may purchase PIRELLI Care™ Packages and/or Additional Services for only one vehicle and have only one PIRELLI Care™ Package active at the same time.

### **OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICES**

It is pointed out that the request for services included in the PIRELLI Care™ Packages and Additional Services may only refer to the vehicle indicated during the purchase procedure of the PIRELLI Care™ Package. For roadside assistance and emergency service (included in the PIRELLI Care™ "SUPERIOR" Package) please see the specific limitations correlated to the vehicle.

- **Complete wheel alignment:** this consists in verifying the toe-in, camber and castor, front and rear, with zeroing of the vehicle's steering angle sensor. This is included in the "SUPERIOR" Package and

will be performed when the Tires are fitted (including fitting of the second set of Tires purchased, if any).

- **Roadside assistance and Emergency service:** is a service provided by Europ Assistance Vai S.p.A. throughout Europe (excluding breakdown, valid only in Italy), excluding countries in a state of declared or de facto belligerence. The service is provided on condition that the vehicle has been registered in Italy with Italian license plates and has a GVWR of up to 3,500 kg. Detailed information is included in the description of the "[Breakdown and Roadside Assistance](#)" on the Website and on the App.
- **Vehicle check-up:** this consists in checking the pressure of the tires fitted and the spare wheel, visually checking the windows, wipers, checking the efficiency of the lighting systems, checking the horn, checking the level of fluids – engine oil, coolant and wiper water – and in verifying the expiration of the inspection. It is included in the "SUPERIOR" Package and will be performed when fitting the Tires (including fitting of the second set of Tires purchased, if any).
- **Seasonal storage:** this consists in the storage of tires requested through the selected dealer and also includes fitting, dismounting, wheel balancing and TPMS sensor reset. It begins at the time of dismounting of the Tires for which storage is required. It is included in the PIRELLI Care™ Packages if the PIRELLI Care™ Customer decides to purchase 2 sets of Tires of different seasons. It can be selected as an Additional Service only at the same time as the purchase of one of the PIRELLI Care™ Packages. Seasonal Storage will remain active even after the expiry of the payment plan related to said Package, against payment of the relevant monthly amount and with the PIRELLI Care™ Customer's right to deactivate the service at any time via the PIRELLI Care™ App and request the return of the tires left in storage.
- **TPMS Sensor Reset:** this consists in resetting the tire pressure warning light after fitting or after the warning light on the dashboard turns on.
- **Electric Charging:** consists of the possibility to charge electric vehicles through access to infrastructures for charging such vehicles (hereinafter "EVCI"), accessible to the public, owned or in any case managed by Enel X Way Italia S.r.l. for EVCI with AC/DC sockets of less than 100 kW. More information is available in the document "[DESCRIPTION OF THE ADDITIONAL ELECTRIC CHARGING SERVICE](#)".
- **Vehicle sanitization:** this consists of the internal sanitization of the passenger compartment in order to reduce bad smells, viruses, bacteria, and dust mites. It is included in the "SUPERIOR" Package and will be carried out when fitting the Tires (including fitting of the second set of Tires purchased, if any).

## **WHEN WILL THE SERVICES INCLUDED IN THE PIRELLI CARE™ OFFER BE PROVIDED?**

The services included in the PIRELLI Care™ Packages shall be provided at the time of fitting the purchased Tires, except as specified below.

Vehicle check-up, complete wheel alignment and vehicle sanitization services, included in the "SUPERIOR" Package, will be carried out when fitting the Tires (including fitting of the second set of Tires purchased, if any).

The roadside assistance and emergency service may be requested at any time during the validity of the "SUPERIOR" Package, by contacting Europ Assistance Vai S.p.A. through the App.

The electric charging service may be used immediately if purchased at the same time as a PIRELLI Care™ Package. In all other cases, the electric charging service may be used 48 hours after the purchase.

## **WHAT DOES THE "YOUR DRIVING STYLE" FEATURE INVOLVE?**

The "YOUR DRIVING STYLE" feature, found within the PIRELLI Care™ App, is available free of charge, for users who create a PIRELLI Care™ account by entering a valid e-mail address.

The feature detects and processes data on speed, braking, acceleration and steering performed in a vehicle, assigning the user an "ECO," "COMFORT" or "DYNAMIC" profile.

The GPS and the "Movement and Fitness" and "Notifications" features referring to the App must be active on the user's mobile device to activate the "YOUR DRIVING STYLE" feature. Once all of the indicated features are active, when the vehicle is started, the App will automatically collect data about the vehicle's movements using a low-battery approach to the mobile device.

The collected data are used exclusively to offer useful information for the user's individual needs.

### **WHEN DOES THE PIRELLI CARE™ CUSTOMER BEGIN TO PAY, HOW MUCH AND FOR HOW LONG?**

The debiting of the first Monthly Amount relative to the PIRELLI Care™ Packages takes place on the last day of the month following installation of the Tires and will continue for the months of duration of the relative PIRELLI Care™ Package.

The Debiting of the Monthly Amount for the Additional Services shall occur on the last day of the month following activation and shall continue until their termination, or deactivation by the PIRELLI Care™ Customer (see relevant paragraphs), or withdrawal by Pirelli.

The PIRELLI Care™ Customer shall pay only the Monthly Amount correlated to the PIRELLI Care™ Packages and/or the selected Additional Services. The Monthly Amount for the purchase in installments of Tires includes the share relating to the contribution for disposal of the Tires (ELT) and VAT, which will be stated separately on the invoice.

The duration of the PIRELLI Care™ Package will depend on the type of Tire purchased, on whether the purchase option for the second set of Tires has been selected, on the indication of the driving profile ("Eco", "Comfort" or "Dynamic") and on the declaration of the average mileage traveled per year, made by the PIRELLI Care™ customer. On the basis of the aforementioned data, Pirelli will propose to the PIRELLI Care™ Customer, at the time of formulating the relative proposal, a period of duration of the relative PIRELLI Care™ Package. The duration of the PIRELLI Care™ Package coincides with the duration of the monthly payment plan.

### **CAN THE AMOUNTS AND/OR FEATURES OF THE PIRELLI CARE™ PACKAGES OR ADDITIONAL SERVICES CHANGE?**

The amounts due and/or features of the PIRELLI Care™ Packages or Additional Services for sale on the Website or on the App may be subject to change as indicated below.

For PIRELLI Care™ Packages, the aforementioned changes will only apply for purchases made after the date of the change.

For Additional Services, any changes may be made by Pirelli during the provision of Additional Services already purchased, with notice of at least 30 days, communicated to the PIRELLI Care™ Customer by e-mail. The PIRELLI Care™ Customer may withdraw, without further charges, within 30 days following receipt of the aforementioned communication, through the procedure described in the general terms and conditions of sale and on the App.

If the Additional Service that is the subject of the communication consists in the storage of the tires, and the PIRELLI Care™ Customer has communicated withdrawal, the PIRELLI Care™ Customer shall collect the

tires stored at the selected dealer within 30 days of sending the notice of withdrawal. If the PIRELLI Care™ Customer shall not proceed with collection by that date, PIRELLI will have the right to charge the additional costs incurred by it for storage of the tires until the actual collection date, and, after a further 30 days, from the date on which the PIRELLI Care™ Customer could have proceeded with withdrawal, it will also have the right to arrange for the disposal of the tires, at its own initiative but at the expense of the PIRELLI Care™ Customer, without any obligation to provide further communications.

### **WHERE CAN THE PARTICIPATING DEALERS BE FOUND?**

You can locate participating dealers on the Website (in the "View participating dealers on map" section) and on the App.

### **WHAT IS THE ACCEPTED PAYMENT METHOD?**

Major credit cards (Visa, Mastercard and American Express). Additional prepaid or rechargeable payment instruments, debit cards and IBAN are not permitted.

### **IS IT POSSIBLE TO DEACTIVATE PIRELLI CARE™ PACKAGES AND/OR ADDITIONAL SERVICES? WHAT ARE THE CONSEQUENCES?**

The PIRELLI Care™ Customer can deactivate the selected Package and/or Additional Services at any time.

In case of deactivation of a PIRELLI Care™ Package, the PIRELLI Care™ Customer will have to make the immediate payment of a total amount equal to the Monthly Amounts not yet expired of the amount of the purchased Package ("Residual Amount"). This will be done by debiting the Residual Amount on the credit card communicated by the PIRELLI Care™ Customer for the purpose of billing the Monthly Amount on the last day of the month in which deactivation was requested.

In this case, the duration of the PIRELLI Care™ Package will cease with the payment of the Residual Amount and, if necessary, with the provision to the PIRELLI Care™ Customer, for collection, of any Tires in storage.

In case of deactivation of the Additional Services in the absence of a PIRELLI Care™ Package, the PIRELLI Care™ Customer will no longer be charged with effect from the month following that of deactivation. The PIRELLI Care™ Customer will always have the possibility to request the purchase of Additional Packages and Services in the future.

### **WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE BEFORE EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

The PIRELLI Care™ Customer will have to continue to pay the Monthly Amounts still due for the PIRELLI Care™ Packages.

### **WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE AFTER EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

Upon expiry of the payment plan of the selected PIRELLI Care™ Package, no other payment will be required from the PIRELLI Care™ Customer. The PIRELLI Care™ Customer will receive monthly charges only for the Additional Services that are still active and will be able to make new purchases of PIRELLI Care™ Packages and Additional Services.

## **BY ADHERING TO THE PIRELLI CARE™ OFFER, IS IT POSSIBLE TO PURCHASE TIRES OF ANY SIZE?**

Yes, you can buy Tires of any size.

## **IS IT POSSIBLE TO ADD ONE OR MORE VEHICLES?**

Each PIRELLI Care™ Customer may have only one vehicle at a time. PIRELLI Care™ Packages and Additional Services can only refer to the vehicle for which they were purchased and cannot be transferred to or used for any other vehicles, with the exception of the Electric Recharge service which can be provided on any vehicle.

## **WHO PROVIDES THE SERVICES?**

The services included in the purchased PIRELLI Care™ Packages and/or Additional Services will be provided - where applicable - through the dealer chosen by the PIRELLI Care™ Customer from those indicated in the appropriate section of the Website and/or the App.

Roadside assistance and emergency service, included in the PIRELLI Care™ "SUPERIOR" Package, is provided through Europ Assistance Vai S.p.A.

The electric charging service is provided through access to electric vehicle charging infrastructure, accessible to the public, owned or in any case managed by Enel X Way Italia S.r.l.

## **WHAT PERSONAL DATA IS REQUESTED IN THE CONTEXT OF THE PIRELLI CARE™ OFFER?**

- **Driving style:** You will be asked to choose a driving style from the three proposed ("Eco", "Comfort" or "Dynamic"), which will allow Pirelli to formulate an offer consistent with the options selected by the user.
- **Kilometers traveled per year:** the user will be asked to specify how many kilometers (in thousands) s/he intends to travel in a year, in order to allow Pirelli to formulate an offer consistent with what the user has declared.
- **Vehicle license plate:** the user will be asked for the vehicle's license plate when configuring the offer.

To "create an account," simply enter a valid e-mail address. In this case, the user will be able to activate the "your driving style" feature and view editorial content.

To purchase one of the Packages, becoming a PIRELLI Care™ Customer, the user will be required to add additional data by filling in the following mandatory fields, all of which are necessary to complete the process:

- E-mail
- Name and Surname
- Password
- Telephone no.
- Date of birth
- Tax Code or VAT number
- Address (Street and number)
- Zip code
- City

- Province
- Country
- Method of payment: the PIRELLI Care™ Customer is required to provide the information necessary for the correct purposes of billing the Monthly Amount. Once the details relating to the selected method of payment have been provided, the PIRELLI Care™ Customer is redirected to the respective web forms to confirm the payment data.

## **HOW TO REQUEST THE FITTING OF THE TIRES AND THE PROVISION OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGE PURCHASED**

To request the fitting of the Tires and the provision of the services included in the PIRELLI Care™ Package purchased, the PIRELLI Care™ Customer shall select a dealer from among those indicated on the App to request an appointment. Within 90 (ninety) days from the date of confirmation of the purchase choice of the relative PIRELLI Care™ Package, the PIRELLI Care™ Customer shall select an appointment date (which may also be for a date after 90 days).

If the dealer does not respond to the PIRELLI Care™ Customer's request, the PIRELLI Care™ Customer will be contacted by customer service which will propose a different dealer.

The PIRELLI Care™ Customer undertakes to come to the appointment at the date and time of appointment confirmed by PIRELLI.

It will be possible to make an appointment starting from the third (3rd) calendar day with respect to the date of confirmation of the purchase choices for a PIRELLI Care™ Package.

## **WHAT IS IT POSSIBLE TO DO WITH THE PIRELLI CARE™ APP?**

- 1) Activate the "Your Driving Style" feature;
- 2) View the editorial content;
- 3) Furthermore, once the PIRELLI Care™ offer has been activated (through the Website or the App) it will be possible, solely via the App to:
  - make changes, where permitted, to the PIRELLI Care™ Packages and/or Additional Services;
  - manage the booking of Additional Services;
  - make requests for services included in the PIRELLI Care™ packages;
  - request an appointment at the selected dealer and receive notifications of confirmation/modification of the appointment time and date;
  - receive notifications on the provision of the requested services and provide feedback on the quality of the service received;
  - view the driving style and the annual mileage declared at the time of purchase of the PIRELLI Care™ Package; Pirelli reserves the right, directly or through its dealers, to check the km traveled with the Tires by the PIRELLI Care™ Customer (registration of the km of the car when it is at the point of sale);

- update the payment method;
- display the status of payments made;
- contact PIRELLI Care™ customer service for support requests;
- waive the provision of the services included in the PIRELLI Care™ Packages or included in the Additional Services of which you have not yet benefited and/or request their early termination.

Purchases can be made both on the Site and on the App.

**CAN I TRANSFER MY RIGHTS AND OBLIGATIONS RELATING TO THE TIRES AND/OR SERVICES PURCHASED TO OTHER CUSTOMERS?**

No, this is not possible.

**WHAT IS THE PROCEDURE FOR REQUESTING AN INSPECTION OF THE TIRES PURCHASED WITH THE PIRELLI CARE™ OFFER?**

To request the inspection of one or more Tires purchased with the PIRELLI Care™ offer, it is necessary to complete the form in its entirety available via the [following link](#) and send it to the following email address [support@pirellicare.com](mailto:support@pirellicare.com).

After sending the form, a generic appointment can be requested at a Dealer via the App, in order to verify the presence of defects or non-conformities in the Tire(s) subject to the inspection request.

**HOW CAN THE RIGHT OF WITHDRAWAL BE EXERCISED?**

The Consumer who intends to exercise the right of withdrawal shall complete the form in its entirety available via the [following link](#) and send it - within 14 (fourteen) days following the fitting of the Tires purchased with the PIRELLI Care™ offer - to PIRELLI, in one of the following ways:

- e-mail: [support@pirellicare.com](mailto:support@pirellicare.com)
- by FAX: to the number 800.016.614
- Registered letter with return receipt to the address:  
Pirelli Tyre S.p.A.  
c/o Contact Center  
Viale Piero and Alberto Pirelli, 25 20126 – Milan  
or Certified Email Address: [pirellityre.pecri@pec.pirelli.it](mailto:pirellityre.pecri@pec.pirelli.it)

The Consumer will receive an email from PIRELLI confirming receipt of communication.

\*\*\* END OF DOCUMENT \*\*\*

## PIRELLI CARE

### SUMMARY DOCUMENT RELATIVE TO OFFER TO THE PUBLIC TO BE CONVERTED INTO Q&A FOR WEBSITE AND APP – ITALY

#### WHICH PURCHASES DOES THIS DOCUMENT APPLY TO?

This document applies to purchases made on or after 11 April 2024. For purchases made previously, you can consult the document in force when you made your purchase by [clicking here](#).

#### **WHAT DOES THE PIRELLI CARE™ OFFER PROVIDE FOR?**

The PIRELLI Care™ offer is designed to improve the purchasing experience and the use of products and services linked to the world of mobility; the offer is promoted by Pirelli Tyre S.p.A. ("Pirelli") and allows subscribers (the "**PIRELLI Care™ Customer**") to purchase packages (jointly the "**PIRELLI Care™ Packages**") composed of a set of 4 tires bearing the brands of Pirelli Group (the "Tires") and services relating to the Tires and/or the vehicle on which such Tires are fitted (the "**PIRELLI Care™ Packages**" or the "**Packages**") chosen from a series of options proposed by PIRELLI on the basis of the characteristics of the vehicle (identified by registration plate, make, model, version and year of registration). The PIRELLI Care™ Customer shall pay the consideration in 6 monthly instalments without interest and/or other charges (the "**Monthly Amount**").

Two different PIRELLI Care™ Packages are currently envisaged, as better specified in the section "**WHAT ARE THE TYPES OF PIRELLI CARE™ PACKAGES?**".

The PIRELLI Care™ Customer may also: purchase the additional "Seasonal change management" service (the "**Additional Service**") in the manner described on the Site and the App (as defined below); be regularly informed, via the App and the Site, of news from the world of Pirelli, including any promotions dedicated to PIRELLI Care™ Customers; and make use of the "YOUR DRIVING STYLE" function, available free of charge within the PIRELLI Care™ App, for all those who create a PIRELLI Care™ account by entering a valid e-mail address.

#### **WHO CAN JOIN THE PIRELLI CARE™ OFFER AND HOW?**

The PIRELLI Care™ offer is open to individuals, whether final consumers as defined in accordance with Legislative Decree no. 206, of 6 September 2005, as amended (the "**Consumer Code**"), or those acting for purposes relating to their entrepreneurial, commercial, handicraft or professional activity, excluding natural or legal persons who carry out professional activities, including on an occasional basis, for the repair and/or sale and/or rental of vehicles and/or transport of persons or objects, for their own account or on behalf of third parties.

The PIRELLI Care™ offer is accessible through a dedicated website (the "**Website**") and a dedicated app, which can be downloaded for free from the Google Play Store and Apple Store (the "**App**" or the "**PIRELLI Care™ App**").

The PIRELLI Care™ offer can be adhered to on the Website and on the App via an entirely digital path that will allow the PIRELLI Care™ Customer to set up the offer in just a few clicks.

PIRELLI Care™ Customers can also go to the point of sale of the dealer selected from those indicated on the Website and on the App, to receive support during the digital path in building the PIRELLI Care™ offer and in the choice that best suits their needs.

### **WHAT ARE THE TYPES OF PIRELLI™ CARE PACKAGES?**

The types of PIRELLI Care™ Packages are:

- **"SMART" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App, and the execution of the following accessory services: removal, fitting, balancing and reset of TPMS sensors, to be carried out at the same time as the fitting of the set of tires purchased.
- **"SUPERIOR" Package:** this involves the sale of a set (4) of Tires chosen by the PIRELLI Care™ Customer on the Website or on the dedicated App and the execution of the services included in the "SMART" Package, in addition to the following additional service: additional breakdown and roadside assistance (valid for 12 months from the fitting of the Tyres), vehicle check-up, complete wheel alignment and vehicle sanitization (as described in the section "OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICE"). The vehicle check-up, complete set-up and sanitization services will be carried out when the Tires are fitted.

### **WHAT IS THE ADDITIONAL SERVICE THAT CAN BE ADDED?**

When purchasing one of the PIRELLI Care™ Packages, PIRELLI Care™ Customers may add the Additional Seasonal change management Service, which may only apply to the vehicle indicated during the PIRELLI Care™ Package purchase process.

### **WHAT IS THE MAXIMUM NUMBER OF PIRELLI CARE™ PACKAGES THAT CAN BE PURCHASED?**

Each PIRELLI Care™ Customer, regardless of the number of accounts created, may use only one account to purchase PIRELLI Care™ Packages and Additional Service. Each PIRELLI Care™ Customer may purchase PIRELLI Care™ Packages and Additional Service for only one vehicle and have only one PIRELLI Care™ Package active at the same time.

### **OVERVIEW OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGES AND ADDITIONAL SERVICE**

It is pointed out that the request for services included in the PIRELLI Care™ Packages and Additional Service may only refer to the vehicle indicated during the purchase procedure of the PIRELLI Care™ Package. For roadside assistance and emergency service (included in the PIRELLI Care™ "SUPERIOR" Package) please see the specific limitations correlated to the vehicle.

- **Complete wheel alignment:** this consists in verifying the toe-in, camber and castor, front and rear, with zeroing of the vehicle's steering angle sensor. This is included in the "SUPERIOR" Package and will be performed when the Tires are fitted.
- **Roadside assistance and Emergency service:** is a service provided by Europ Assistance Vai S.p.A. throughout Europe (excluding breakdown, valid only in Italy), excluding countries in a state of

declared or de facto belligerence. The service is provided on condition that the vehicle has been registered in Italy with Italian license plates and has a GVWR of up to 3,500 kg.

Detailed information is included in the description of the "[Breakdown and Roadside Assistance](#)" on the Website and on the App. The Roadside assistance and Emergency service has a duration of 12 months from the fitting of the Tires.

- **Vehicle check-up:** this consists of checking the pressure of the fitted tires and the spare wheel, visually checking the windows, windscreen wipers, checking the efficiency of the lighting systems, checking the horn, checking the level of liquids - engine oil, coolant and windscreen wiper water - and checking the expiry date of the overhaul. It is included in the "SUPERIOR" Package and will be carried out when the Tires are fitted.
- **Seasonal change management:** this consists in the storage of tires requested through the selected dealer and also includes fitting, dismounting, wheel balancing and TPMS sensor reset. It begins at the time of dismounting of the Tires for which storage is requested. It can only be selected as an Additional Service only at the same time as the purchase of one of the PIRELLI Care™ Packages. Seasonal change management will remain active even after the expiry of the payment plan related to said Package, against payment of the relevant monthly amount and with the PIRELLI Care™ Customer's right to deactivate the service at any time via the PIRELLI Care™ App and request the return of the tires left in storage.
- **Reset TPMS Sensors:** this consists of resetting the Tyre pressure warning light after they have been fitted or after the warning light on the dashboard comes on.
- **Vehicle sanitization:** this consists of the internal sanitization of the passenger compartment in order to reduce bad smells, viruses, bacteria, and dust mites. It is included in the "SUPERIOR" Package and will be carried out when fitting the Tires.

## **WHEN WILL THE SERVICES INCLUDED IN THE PIRELLI CARE™ OFFER BE PERFORMED?**

The services included in the PIRELLI Care™ Packages will be performed when the purchased Tyres are fitted, without prejudice to the following.

Vehicle check-up, complete wheel alignment and vehicle sanitization services, included in the "SUPERIOR" Package, will be carried out when fitting the Tires.

With reference to the "SUPERIOR" Package, the roadside assistance and emergency service may be requested at any time within 12 months from the fitting of the Tyres, by contacting Europ Assistance Vai S.p.A. through the App.

## **WHAT DOES THE "YOUR DRIVING STYLE" FEATURE PROVIDE?**

The "YOUR DRIVING STYLE" feature, found within the PIRELLI Care™ App, is available free of charge, for users who create a PIRELLI Care™ account by entering a valid e-mail address.

The feature detects and processes data on speed, braking, acceleration and steering performed in a vehicle, assigning the user an "ECO", "COMFORT" or "DYNAMIC" profile.

The GPS and the "Movement and Fitness" and "Notifications" features referring to the App must be active on the user's mobile device to activate the "YOUR DRIVING STYLE" feature. Once all of the indicated features are active, when the vehicle is started, the App will automatically collect data about the vehicle's movements using a low-battery approach to the mobile device.

The collected data are used exclusively to offer useful information for the user's individual needs.

## **WHEN DOES THE PIRELLI CARE™ CUSTOMER BEGIN TO PAY, HOW MUCH AND FOR HOW LONG?**

The first Monthly Amount related to the PIRELLI Care™ Packages will be charged when the Tires are installed. The next five Monthly Amounts will be charged on the last day of each following month.

The Monthly Amount relating to the Additional Service shall be charged on the last day of the month following the month of activation and shall continue until its termination, or deactivation by the PIRELLI Care™ Customer (see relevant paragraphs), or Pirelli's withdrawal.

The PIRELLI Care™ Customer shall pay only the Monthly Amount correlated to the PIRELLI Care™ Packages and the selected Additional Service. The Monthly Amount for the purchase in installments of Tires includes the share relating to the contribution for disposal of the Tires (ELT) and VAT, which will be stated separately on the invoice.

## **CAN THE AMOUNTS AND/OR FEATURES OF THE PIRELLI CARE™ PACKAGES OR ADDITIONAL SERVICE CHANGE?**

The amounts due and/or features of the PIRELLI Care™ Packages or Additional Service for sale on the Website or on the App may be subject to change as indicated below.

For PIRELLI Care™ Packages, the aforementioned changes will only apply for purchases made after the date of the change.

For Additional Service, any changes may be made by Pirelli during the provision of Additional Service already purchased, with notice of at least 30 days, communicated to the PIRELLI Care™ Customer by e-mail. The PIRELLI Care™ Customer may withdraw, without further charges, within 30 days following receipt of the aforementioned communication, through the procedure described in the general terms and conditions of sale and on the App.

If the Additional Service that is the subject of the communication consists in the storage of the tires, and the PIRELLI Care™ Customer has communicated withdrawal, the PIRELLI Care™ Customer shall collect the tires stored at the selected dealer within 30 days of sending the notice of withdrawal. If the PIRELLI Care™ Customer shall not proceed with collection by that date, PIRELLI will have the right to charge the additional costs incurred by it for storage of the tires until the actual collection date, and, after a further 30 days, from the date on which the PIRELLI Care™ Customer could have proceeded with withdrawal, it will also have the right to arrange for the disposal of the tires, at its own initiative but at the expense of the PIRELLI Care™ Customer, without any obligation to provide further communications.

## **WHERE CAN THE PARTICIPATING DEALERS BE FOUND?**

You can locate participating dealers on the Website (in the "View participating dealers on map" section) and on the App.

## **WHAT IS THE ACCEPTED PAYMENT METHOD?**

Major credit cards (Visa, Mastercard and American Express). Additional prepaid or rechargeable payment instruments, debit cards and IBAN are not permitted.

## **IS IT POSSIBLE TO DEACTIVATE PIRELLI CARE™ PACKAGES AND/OR ADDITIONAL SERVICE? WHAT ARE THE CONSEQUENCES?**

The PIRELLI Care™ Customer can deactivate the selected Package and/or Additional Service at any time.

In case of deactivation of a PIRELLI Care™ Package, the PIRELLI Care™ Customer will have to make the immediate payment of a total amount equal to the Monthly Amounts not yet expired of the amount of the purchased Package ("Residual Amount"). This will be done by debiting the Residual Amount on the credit card communicated by the PIRELLI Care™ Customer for the purpose of billing the Monthly Amount on the last day of the month in which deactivation was requested.

In this case, the duration of the PIRELLI Care™ Package will cease with the payment of the Residual Amount and, if necessary, with the provision to the PIRELLI Care™ Customer, for collection, of any Tires in storage.

In case of deactivation of the Additional Service in the absence of a PIRELLI Care™ Package, the PIRELLI Care™ Customer will no longer be charged with effect from the month following that of deactivation. The PIRELLI Care™ Customer will always have the possibility to request the purchase of Additional Packages and Services in the future.

## **WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE BEFORE EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

The PIRELLI Care™ Customer will have to continue to pay the Monthly Amounts still due for the PIRELLI Care™ Packages.

## **WHAT HAPPENS IF THE TIRES REACH THEIR END OF LIFE AFTER EXPIRY OF THE SELECTED PIRELLI CARE™ PACKAGE PAYMENT PLAN?**

Upon expiry of the payment plan of the selected PIRELLI Care™ Package, no other payment will be required from the PIRELLI Care™ Customer. The PIRELLI Care™ Customer will receive monthly charges only for the Additional Service that are still active and will be able to make new purchases of PIRELLI Care™ Packages and Additional Service.

## **BY ADHERING TO THE PIRELLI CARE™ OFFER, IS IT POSSIBLE TO PURCHASE TIRES OF ANY SIZE?**

Yes, you can buy Tires of any size.

## **IS IT POSSIBLE TO ADD ONE OR MORE VEHICLES?**

Each PIRELLI Care™ Customer may have only one vehicle at a time. PIRELLI Care™ Packages and Additional Service can only refer to the vehicle for which they were purchased and cannot be transferred to or used for any other vehicles.

## **WHO PROVIDES THE SERVICES?**

The services included in the purchased PIRELLI Care™ Packages and/or Additional Service will be provided - where applicable - through the dealer chosen by the PIRELLI Care™ Customer from those indicated in the appropriate section of the Website and/or the App.

Roadside assistance and emergency service, included in the PIRELLI Care™ "SUPERIOR" Package, is provided through Europ Assistance Vai S.p.A.

### **WHAT PERSONAL DATA IS REQUESTED IN THE CONTEXT OF THE PIRELLI CARE™ OFFER?**

To "create an account," simply enter a valid e-mail address. In this case, the user will be able to activate the "YOUR DRIVING STYLE" feature and view editorial content.

To purchase one of the Packages, becoming a PIRELLI Care™ Customer, the user will be required to add additional data by filling in the following mandatory fields, all of which are necessary to complete the process:

- E-mail
- Car number plate
- Name and Surname
- Password
- Telephone no.
- Date of birth
- Tax Code or VAT number
- Address (Street and number)
- Zip code
- City
- Province
- Country
- Method of payment: the PIRELLI Care™ Customer is required to provide the information necessary for the correct purposes of billing the Monthly Amount. Once the details relating to the selected method of payment have been provided, the PIRELLI Care™ Customer is redirected to the respective web forms to confirm the payment data.

To make use of the "YOUR DRIVING STYLE" feature, The PIRELLI Care™ Customer will be asked to specify how many kilometers (in thousands) he/she intends to drive in a year.

### **HOW TO REQUEST THE FITTING OF THE TIRES AND THE PROVISION OF THE SERVICES INCLUDED IN THE PIRELLI CARE™ PACKAGE PURCHASED**

To request the fitting of the Tires and the provision of the services included in the PIRELLI Care™ Package purchased, the PIRELLI Care™ Customer shall select a dealer from among those indicated on the App to request an appointment. Within 30 (thirty) days from the date of confirmation of the purchase choice of the relative PIRELLI Care™ Package, the PIRELLI Care™ Customer shall select an appointment date (which may also be for a date after 30 days).

If the dealer does not respond to the PIRELLI Care™ Customer's request, the PIRELLI Care™ Customer will be contacted by customer service which will propose a different dealer.

The PIRELLI Care™ Customer undertakes to come to the appointment at the date and time of appointment confirmed by PIRELLI.

It will be possible to make an appointment starting from the third (3rd) calendar day with respect to the date of confirmation of the purchase choices for a PIRELLI Care™ Package.

### **WHAT IS IT POSSIBLE TO DO WITH THE PIRELLI CARE™ APP?**

- 1) Activate the "YOUR DRIVING STYLE" feature;
- 2) View the editorial content;
- 3) Furthermore, once the PIRELLI Care™ offer has been activated (through the Website or the App) it will be possible, solely via the App to:
  - make changes, where permitted, to the PIRELLI Care™ Packages and/or Additional Service;
  - manage the booking of Additional Service;
  - make requests for services included in the PIRELLI Care™ packages;
  - request an appointment at the selected dealer and receive notifications of confirmation/modification of the appointment time and date;
  - receive notifications on the provision of the requested services and provide feedback on the quality of the service received;
  - update the payment method;
  - display the status of payments made;
  - contact PIRELLI Care™ customer service for support requests;
  - request termination of the Additional Service, if purchased.

Purchases can be made both on the Site and on the App.

#### **CAN I TRANSFER MY RIGHTS AND OBLIGATIONS RELATING TO THE TIRES AND/OR SERVICES PURCHASED TO OTHER CUSTOMERS?**

No, this is not possible.

#### **WHAT IS THE PROCEDURE FOR REQUESTING AN INSPECTION OF THE TIRES PURCHASED WITH THE PIRELLI CARE™ OFFER?**

To request the inspection of one or more Tires purchased with the PIRELLI Care™ offer, it is necessary to complete the form in its entirety available via the [following link](#) and send it to the following email address [support@pirellicare.com](mailto:support@pirellicare.com).

After sending the form, a generic appointment can be requested at a Dealer via the App, in order to verify the presence of defects or non-conformities in the Tire(s) subject to the inspection request.

#### **HOW CAN THE RIGHT OF WITHDRAWAL BE EXERCISED?**

The Consumer who intends to exercise the right of withdrawal shall complete the form in its entirety available via the [following link](#) and send it - within 14 (fourteen) days following the fitting of the Tires purchased with the PIRELLI Care™ offer - to PIRELLI, in one of the following ways:

- e-mail: [support@pirellicare.com](mailto:support@pirellicare.com)

- by FAX: to the number 800.016.614
- Registered letter with return receipt to the address:  
Pirelli Tyre S.p.A.  
c/o Contact Center  
Viale Piero and Alberto Pirelli, 25 20126 – Milan  
or Certified Email Address: [pirellityre.pecri@pec.pirelli.it](mailto:pirellityre.pecri@pec.pirelli.it)

The Consumer will receive an email from PIRELLI confirming receipt of communication.

\*\*\* END OF DOCUMENT \*\*\*