SPECIFIC CONDITIONS OF THE PURCHASED SUPPLY

Scope of supply

This document represents the scope of the supply and therefore the commitment of Clariter® to provide the service "**Feedback Mechanism**" guaranteeing its execution in a workmanlike manner, in accordance with the indications and timing agreed below with autonomous organization and management at its own risk; any violation of any of the conditions set forth herein in the articles shall result in Clariter®'s commitment terminating.

Description of the service

Clariter® is responsible for providing the Development service of the Feedback Mechanism of the Customer's application thanks to the Qalya® Script suite.

The Feedback Mechanism is required by current accessibility regulations to allow end users of a digital service to report any critical accessibility issues of content, pages and sections of websites / apps, providing them with a form compliant with the Guidelines defined by law that allows them to send a report.

To carry out the activity, the following phases are foreseen, explained in depth in the following paragraphs:

1. **Compilation**, strictly by the Customer, of the checklist, as indicated in the paragraph *Obligations of the Customer;*
2. **Development** of the page dedicated to the Feedback Mechanism;
3. **Sending output**.

Dimensional parameters on which the supply is based

For this activity, support is provided for **No. 1** Feedback Mechanism, identified through a unique IP related to the reference application.

Macro-phases of the activity, timeline and engagement model

For the development of the Feedback Mechanism, the guidelines defined by legislation are taken as a reference. The following Gantt chart shows the duration in days (highlighted in different colours) of each planned activity:

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11169311005
REA: 1283881

Activity	Day No.							
	1	2	3	4	5	6	7	8
Development of the page dedicated to the Feedback Mechanism			5					
Sending output								1

Below is the detailed description of the individual phases:

1. **Development of the page dedicated to the Feedback Mechanism**: an html page is developed with a module that opens the e-mail client directly collecting user reports. The page is developed to be graphically in continuity with the visual identity of the site in which it is entered and is fully accessible and compatible with assistive technologies and user programs;

2. **Sending Outcome**.

Obligations of the Customer

For the start of the activity to be possible, it is necessary that the Customer contacts Clariter® at the e-mail address ecommerce@claritergroup.com, attaching the following checklist related to the details of the application that is the object of the activity (indicate with n.a. the field not relevant to the specific needs of the individual activity):

Feedback Mechanism Checklist	
Application name	
Link/IP application access	
Any configurations required to access the application environment	
Mailbox server hosting an active organization mailbox	
Language to be used in Feedback Mechanism (Italian or English)	
Brand Identity: specify/attach the font used and the font color codes	
Brand Identity: specify header and footer color codes	
Brand Identity: specify / attach the graphic elements present in the header or footer (eg logo)	

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It is strictly forbidden that, during the activity, especially during the conduct of the tests, changes are made to the application object of the activity. In case of violation of this requirement, Clariter® does not guarantee the final result, neither in terms of completeness nor accuracy.

In addition, the login credentials must remain valid for as long as the task requires.

Outcome of the activity

The final output includes the following:

1. Link to the static page of the Feedback Mechanism

The provision provides only for the aforementioned results, in no case results not explicitly reported in this paragraph are included, as well as any implicit results are not included even if these may seem logically connected to the results explicitly reported.

Exceptions

Anything not explicitly indicated in the "Scope of supply" is excluded from this supply. Below are some of the exclusions, which are reported for the sole purpose of improving the readability of this supply:

1. Travel expenses, except for those, if any, indicated in the scope of supply;
2. Licensing costs of third-party products, if not those explicitly indicated in the scope of supply;
3. Support for the definition of user requirements, if not those explicitly indicated in the scope of supply;
4. Operating costs, if not those explicitly indicated in the scope of supply;
5. Anything not explicitly indicated in the paragraph "Scope of supply".

Appendix

Below is an excerpt from the report on the provision of **Feedback Mechanism.**

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Accessibility Feedback Form

Use the fields below to report accessibility issues or to request information about content that is not fully accessible.

APPLICANT'S DATA

Name and Surname

E-mail address

Tax code

SUBJECT OF THE REPORT

Application URL

DESCRIPTION OF THE CRITICALITY ENCOUNTERED

Web pages or sections flagged for non-compliant

Tools or user programs used in navigation

Send