



## Frequently Asked Questions

### **1) What happens if the website cannot be visited due network problems?**

Should the service suffer disruptions due to Hardware or Software problems or improvements to the system, as well as accidental and exceptional events, WEBARTEX will do its utmost to minimize the disruption and malfunctioning periods: WEBARTEX shall be never deemed liable for the service malfunctioning due to problems of the telephone and electric lines and connections, as well as the Internet network as a result of failures, excessive loads, disruptions or any other action, omission, condition or income loss beyond its control.

### **2) Do my PC need special characteristics to properly view the web pages?**

No. You only need to be connected to the Internet and use an ordinary browser (Internet Explorer, Firefox, etc.) to properly view the pages of our portal.

### **3) May I receive the list of all the conditions for accessibility to WEBARTEX?**

The Terms & Conditions document outlines the functioning of the website, as well as the liability and rights of the portal and users. This Agreement enables you to know the website functioning, the portal and users' liability and obligations, by explaining the conditions to be met during navigation. At any time WEBARTEX can change and/or correct the clauses of said contract, including possible updates on the rules regarding fees and accreditations. The new version of the Agreement shall be effective after ten days since the publication of the update on the website page *Quick links*.

### **4) What shall I do to register myself?**

Users can register with the portal by means of the link *Register yourself*, which can be found in the Home Page of each section: registration is needed to establish direct relations with the WEBARTEX staff and receive Newsletters, but it is of fundamental importance to ensure full navigation in each section of our website.

### **5) In which cases registration is compulsory?**

Registration with WEBARTEX is compulsory in the following cases: to create your own dedicated area; to gain full access to each WEBARTEX section and to enter data in the portal.

### **6) May I change the information related to my registration?**

Yes. Users may do so by entering their personal dedicated area where they can change – wholly or partially – their personal details and subsequently confirm these changes by clicking on the portal link *Confirm*.

### **7) What shall I do if I have forgotten my password and/or username?**

Users can retrieve their usernames and passwords provided during registration by entering their e-mail addresses. In so doing they will receive their access data to their e-mail addresses by means of the box "Have you forgotten your password?" that you can find on the Home Page.

**8) Shall I necessarily provide my name and surname while registering myself?**

Yes. You shall necessarily register with the portal if you want to access particular services and ensure full navigation on our portal.

**9) How can I cancel my subscription to WEBARTEX?**

For security reasons and to prevent spam problems, the service can be definitively cancelled through the log-out box in the personal area, by providing your user ID and password. In the section *Optional personal details* you can choose to suspend the service for receiving Newsletters.

**10) May I register myself repeatedly with the same e-mail?**

No. The system envisages that an e-mail is associated with one single registration.

**11) Can the system recognize my e-mail?**

No. At every registration WEBARTEX proceeds automatically to the sending of an e-mail at the address indicated to prevent registrations with false e-mails. If during registration your e-mail box cannot be reached or has problems in receiving messages, the system denies registration. We advise you to try again at a different moment.

**12) Are all the information and data related to each advertisement public?**

The information and data are public only at a first search level, after which you need to register yourself in order to proceed to navigation.

**13) Are my personal details protected?**

In the WEBARTEX Privacy Policy you can find all the fundamental conditions regarding the protection of data treatment, pursuant to the related laws in force in Italy. The Privacy Policy is a document you must approve at a preliminary stage to be allowed to navigate in the portal.

**14) Are the data of the users registered with the newsletter public?**

No. The data of the users registered with the newsletter are kept exclusively by WEBARTEX according to the service terms and conditions.

**15) If I enter an exhibition/space/service, which are my obligations vis-à-vis the prospective buyers? If I intend to buy an exhibition, a space or a service, which are my obligations vis-à-vis advertisers?**

The finalization of the transaction takes place subsequently by means of direct contacts between the parties: WEBARTEX provides the necessary assistance for the parties to organize in view of the reaching of contract, but it is relieved of any liability for possible disputes which may arise between the parties at a later stage.

**16) What happens if the service requested upon delivery has not the requirements described in the advertisement?**

Even though WEBARTEX acts as a bridge between the parties, you are recommended to enter reliable and true data no to incur in criminal penalties.

**17) How much does an advertisement cost?**

The final price of an advertisement can be viewed by means of the link *Preview*. The advantages of each type of advertisement are shown on the page *Type of advertisement*.

**18) Which are the methods and terms of payment?**

If users have entered data properly, they can automatically pay their advertisements through the link *Proceed with payment*, by selecting one of the following methods of payment: bank transfer, credit card and paypal.

**19) Which are the methods and terms of payment for orders made in other countries?**

In its payment system WEBARTEX has envisaged two kinds of currencies, namely euros and U.S. dollar, as well as the possibility of paying through the international circuits Visa and Mastercard.

**20) Which are the deadlines to finalize a transaction?**

WEBARTEX provides any kind of information support for the parties to finalize their transactions by means of immediate and direct future contacts.

**21) How can I know whether my offers are visited?**

By means of the link *Statistics*, that you can access from the personal area *MyWebArtEx*.

**22) How can I change my personal data and the advertisement made?**

By logging-in, you gain access to *MyWebArtEx*, the user dedicated area of the website within which you can change your personal data – both the compulsory and the optional ones – including user id, e-mail and password. Through *View data entered*, you can also view all the data entered in each of the three portal sections: for each section you can easily change all the technical and information data related to the subject of change. In both cases you must confirm the changes by clicking on “*Confirm*”.

**23) How can I contact you?**

On the WEBARTEX Home Page users can enter immediately into contact with the staff by clicking on the link *Contact us*.

**24) What happens if somebody infringes the Agreement for users?**

All the disputes arising from the Agreement for Users, including those related to its validity, interpretation, performance or termination, may be referred to the mediation and conciliation attempt envisaged by the online Mediation, Conciliation and Arbitration Service of the Rome Arbitration Chamber.

**25) How can I come into contact with an advertiser?**

In each section, after identifying the advertisement of interest, from the menu *Search* (an exhibition, a space, a service), you may access the presentation file where users can find the necessary link *Contact the advertiser*, thus establishing direct relations by means of immediate communication in a textbox.



## **26) What is a Newsletter?**

A newsletter is a free service, which allows to send your message to a list of e-mail addresses, thus keeping your customers updated on the website evolution. The Newsletter is the sending of an e-mail in text format and/or with attachments, personalization of the registration/cancellation message and view of the mailing list files of the messages sent.