

## **“PRO” INSTALLER PROGRAM**

### **Terms and conditions**

This agreement aims to formalise the authorised and/or certified installer as a company authorised and privileged to intervene on AMC products.

- 1- The authorised and/or certified installer undertakes to use only AMC material for the interventions on systems indicated by the same and where possible on new installations
- 2- The authorised and/or certified installer undertakes to immediately report to AMC any malfunctions in the equipment outside the normal case of faults
- 3- The authorised and/or certified installer guarantees with its own warehouse the replacement, on systems, of any faulty parts
- 4- AMC undertakes to recognise the status of authorised and/or certified installer only if certain parameters are met:
  - a. Number of systems installed
  - b. Reference zone
  - c. Level of knowledge of the AMC product
  - d. AMC loyalty level
  - e. Participation in courses
- 5- The authorised and/or certified installer can be classified according to 3 levels:
  1. AMC AUTHORISED INSTALLER
  2. PRO CERTIFIED INSTALLER
  3. PRO PRIME CERTIFIED INSTALLER
- 6- AMC undertakes to forward all requests for expansions and new systems from our portal to the authorised and/or certified installer
- 7- AMC undertakes to insert the names of authorised and/or certified installers on a web page dedicated to the end user
- 8- AMC will provide a privileged telephone support number (certified installers)
- 9- AMC undertakes to provide its authorised and/or certified installers with distinctive material
- 10- AMC undertakes to allow assistance on its product only by authorised and/or certified installers
- 11- The authorised and/or certified installer expresses his consent to receive communications from AMC, about to this project