# State of **Microsoft Windows® Refund** (2024)

A pasta-pizza-mandolino-peninsula that kicks hard proprietary licenses*

**Presented by:**
Valerio Bozzolan
President of Italian Linux Society (non-profit)

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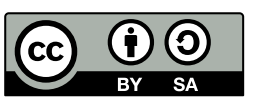


* = No physical person or object or pet related to proprietary licenses suffered physical violence. If you become aware of physical violence call the Italian number 1522 sponsored by the Presidency of the Italian Council of Ministers. Inform yourself about your nearest anti-violence software center.

# Ciao! Valerio Bozz in 20 seconds

**Nickname:**
bozz

**Attack/Defense:**
+1/+2

**Volunteering:**
Italian Linux Society
(President 2024-2027)

Wikimedia Italia
(Tech Commission)

Wiki[mp]edia community

OpenStreetMap community

**Work:**
FullStackWebCopterizer
Wikimedia Switzerland, ..

File:Rainbow unicorn mastered by hacker at End Summer Camp 2022.jpg
Original photo by Sebastiano Mestre, CC BY-SA 4.0, edited by VBozz with GIMP (*green is my pepper*)

**13 days ago...**

# The Italian “Linux Day” took place in 52 cities \o/

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**What?**
Linux Day 2024

**What??**
Italian celebration
/conference/meetup
About Free Software

**When?**
Every October
4th Saturday

**When??**
after Italian
summer vacations

**When???**
Since 2001 (yeah)

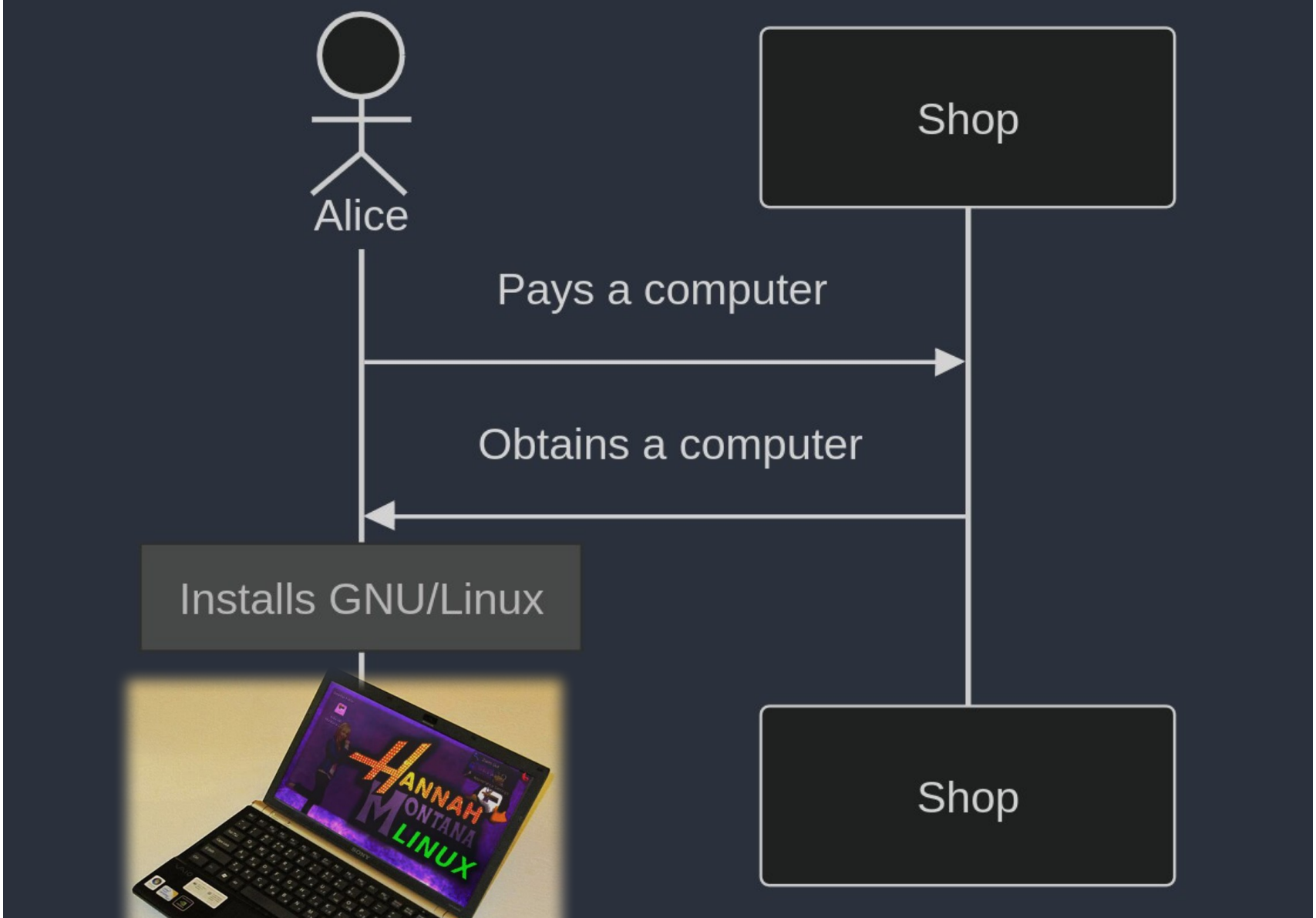
**Where?**
52 cities (!) including:
Bari
Bergamo
Bologna
Brescia
Genova
Imperia
Milano
Messina
Modena
Napoli
Palermo (x2)
Perugia
Pisa
Pordenone
Rieti
Roma (x3)
San Donà di Piave
Torino
Trieste
Verona, …, …

See more on LinuxDay.it

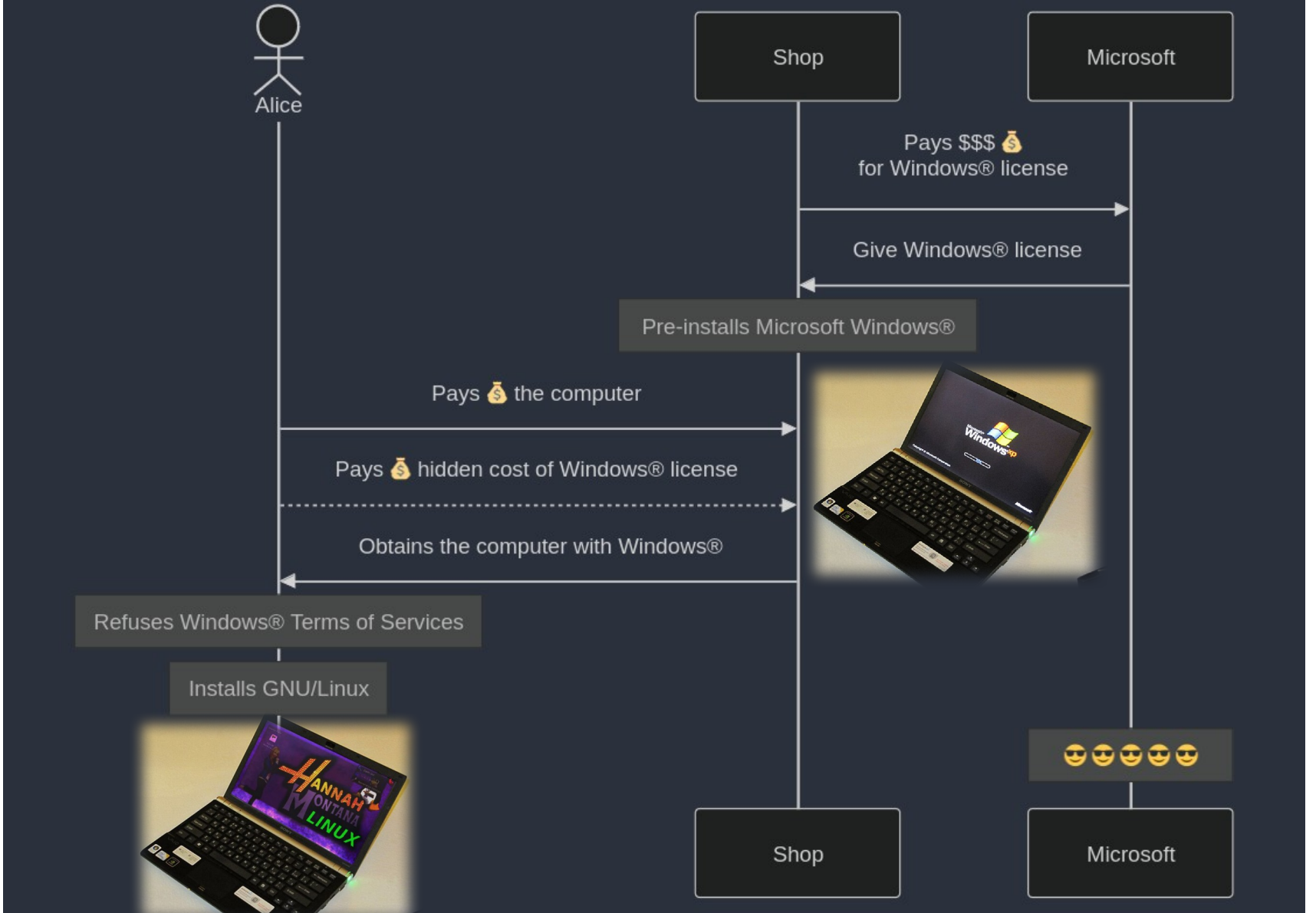
**10 years ago…**

Buying a PC
For GNU/Linux

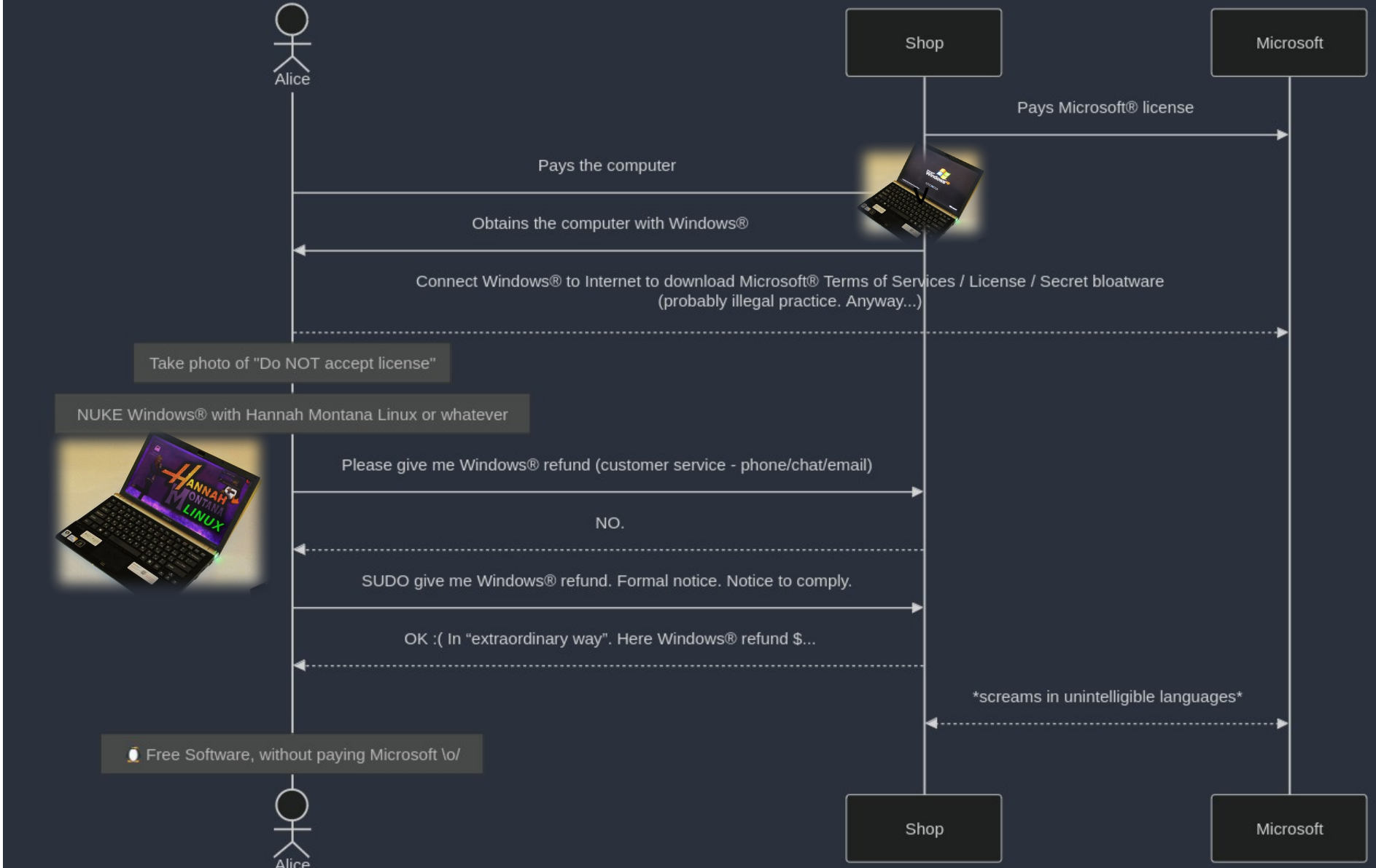
**Expectations**



# What Usually happens



# What Really Happens (simple version)



# Claim your **Windows® Refund!**

https://SistemaInOperativo.it/

| HP | Lenovo | ASUS | acer | DELL |
|---|---|---|---|---|
| Non è prevista una procedura di rimborso | È prevista una procedura di rimborso | È prevista una procedura di rimborso | È prevista una procedura di rimborso | Non è prevista una procedura di rimborso |
| Diversi tentativi di contatto sono stati effettuati da diversi clienti, e sono sempre stati ignorati dall'azienda. | È riportata sul sito | Non è riportata sul sito | È riportata sul sito | Il contratto di termini e condizioni d'uso, all'articolo 7.3 dichiara esplicitamente che in caso di mancata approvazione della licenza del sistema operativo il computer deve essere restituito. |
| | Occorre inviare il PC | Non occorre inviare il PC | Occorre inviare il PC | |
| | | Rimborso tra i 9 ed i 65 euro, a seconda della versione di Windows | Sul sito si trovano i moduli da compilare e spedire. | |
| | | Inviare una mail a info@asus.it indicando il seriale del PC e le proprie coordinate bancarie, entro 30 giorni dall'acquisto e senza aver accettato la EULA alla prima accesione della macchina | | |

All Italian procedures curated by
Free Software activist **Luca Bonissi** <3

2014

“Sistema InOperativo”

2014-traditional-style

Italian-language-only

Italian-laws-only

«Dammi pizza rimborso»

2014

2024

Italian Linux Society + fsfe

| | | |
|---|---|---|
| “Sistema InOperativo” | → | ”Non Operating System” |
| 2014-traditional-style | → | restyle! More appealing! More simple! |
| Italian-language-only | → | **multi-language website** |
| Italian-laws-only | → | **multi-country procedure** |

+

«Dammi pizza rimborso»

«Give me international pizza refund»

2014

2024

Italian Linux Society + fsfe

| | | |
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+

«Dammi pizza rimborso»

«Give me international pizza refund»

Special 2024 thanks to:

Marta Andreoli

fsfe

# Grazie!
# buon software libero!

Yours,

# Italian Linux Society

Valerio Bozz.
gnu@linux.it

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