“SUV KERAK”

Public Offer of the Project

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PUBLIC OFFER

Agreement on the Use of Services of the “suv kerak” Project System

1. General Provisions and Definitions

1.1. This document is a public offer addressed to individuals and (or) legal entities by the individual entrepreneur LLC “HISOB” (TIN: 302055033, legal address: Republic of Uzbekistan, Kashkadarya region, Karshi city, I. Karimov street, house 293), hereinafter referred to as the “Company”, and defines the terms and conditions for using the services of the “suv_kerak” project system (hereinafter — the “Offer”).

1.2. This Offer applies to the following persons and services:

- “suv_kerak” project system (service) — an information technology platform developed and supported by the Company, intended to automate water delivery operations, accept orders, organize logistics processes, and manage settlements through mobile applications, Telegram bots, and other digital tools.
- Water-delivery business owner (entrepreneur) — a user of the “suv_kerak – Boss” type who carries out water delivery activities as an independent entrepreneur or legal entity and provides water delivery services to customers (hereinafter — “Water Supplier (Boss)”).
- Water-delivery business manager — a user of the “suv_kerak – Meneger” type who, within the scope of the relevant Water Supplier (Boss), manages orders, customer communications, and logistics processes (hereinafter — “Manager (Meneger)”).
- Water-delivery business courier — a user of the “suv_kerak – Courier” type who delivers water to customers on behalf of the Water Supplier (Boss) (hereinafter — “Courier”).
- Customer — a person who orders drinking water through the “suv_kerak” Telegram bot, mobile applications, or other channels.
- Water delivery service — a set of services for selling water and delivering it to the Customer’s address, performed by the Water Supplier (Boss) (including through its Manager and Couriers).
- System service — the Company’s information technology services to enable online interaction between the Water Supplier (Boss), Manager, Courier, and Customer, including order acceptance, logistics, settlements, and other IT functions within the “suv_kerak” system.
- System service fee — a fee withheld by the Company for providing the system service to the Water Supplier (Boss), calculated in accordance with this Offer.

1.3. The Company, the Water Supplier (Boss), the Manager (Meneger), the Courier, and the Customer may collectively be referred to as the “Users”.

1.4. Use of the services of the “suv_kerak” project system means that an electronic service agreement between the Company and the User who accepted the terms of the Offer has entered into force.

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2. Subject of the Offer

2.1. By accepting this Offer, the User agrees to receive the system service from the Company through the “suv_kerak” project system, and the Company undertakes to provide the system service in accordance with the terms of this Offer.

2.2. The Company:

- provides Customers with the ability to place online orders for water from Water Suppliers (Boss) through the “suv_kerak” Telegram bot and mobile applications;
- provides Water Suppliers (Boss), Managers, and Couriers with IT infrastructure for accepting and distributing orders, planning deliveries, and managing settlements;
- assists with the technical integration of online and cash payment processes (via Click, Payme, and other payment organizations).

2.3. The Company is not a direct seller or performer of the water delivery service (sale and delivery of water). The water delivery service constitutes a separate legal relationship between the Customer and the relevant Water Supplier (Boss) (including through its Managers and Couriers). In these relationships, the Company acts as an information technology platform.

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3. Service Territory

3.1. As a general rule, the services of the “suv_kerak” project system are provided within the territory of the Republic of Uzbekistan.

3.2. Each Water Supplier (Boss) independently determines the cities, districts, or territories in which it provides water delivery services. This information is typically displayed to the Customer in the “suv_kerak” applications or the Telegram bot interface.

3.3. The Company has the right to restrict or temporarily suspend the system service in certain territories for technical or organizational reasons. In such cases, the Company will endeavor, where possible, to notify Customers and Water Suppliers (Boss).

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4. User Categories and Relationships

4.1. Water Supplier (Boss)

4.1.1. The Water Supplier (Boss) carries out water sales and delivery as an independent entrepreneur or legal entity and bears personal responsibility for compliance with applicable legal requirements.

4.1.2. The Water Supplier (Boss) independently sets water prices, container (bottle/tank) prices, promotions, and other commercial terms through the “suv_kerak – Boss” application and is responsible for keeping such information up to date.

4.2. Manager (Meneger) and Courier

4.2.1. The Manager and Courier work based on their relationship with the relevant Water Supplier (Boss) and assume obligations to ensure that the water delivery service meets the established standards.

4.2.2. The Company is not responsible for labor relations, taxes, or other obligations of Managers and Couriers; such matters fall entirely within the responsibility of the Water Supplier (Boss).

4.3. Customer

4.3.1. When placing an order through the “suv_kerak” Telegram bot or mobile applications, the Customer must provide accurate and complete information about their address, contact number, and other necessary details.

4.3.2. The Customer agrees to be present at the specified address within the agreed time window, maintain communication with the Courier, and fulfill payment obligations.

4.4. Specific rights and obligations between the Company, the Water Supplier (Boss), the Manager, the Courier, and the Customer are formed based on this Offer, the Privacy Policy, and additional rules indicated in the application and bot.

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5. Prices, Currency, and System Service Fee

5.1. As a general rule, all prices and settlements are conducted in the national currency of the Republic of Uzbekistan — Uzbek soum (UZS).

5.2. Water Price and Container (Bottle/Tank) Price

5.2.1. The Water Supplier (Boss) independently sets water prices through a dedicated section of the “suv_kerak – Boss” application. Price ranges, promotional prices, discounts, and other commercial terms are determined by the Water Supplier (Boss) and reflected in the application.

5.2.2. Whether containers (bottles/tanks) are sold or not, and the container price (if sold), are also independently determined by the Water Supplier (Boss) through the “set container prices” section.

5.2.3. The Company is not responsible for water and container prices; prices shown to the Customer are commercial terms established by the Water Supplier (Boss).

5.3. System Service Fee (Company Revenue)

5.3.1. The Company charges the Water Supplier a system service fee (commission) as follows:

Depending on the daily range of the number of units of water distributed (sold) or delivered, a commission is charged per each unit distributed (sold) or delivered as follows:

- from 1 to 300 — 150 UZS per unit;
- from 301 to 1000 — 100 UZS per unit;
- from 1001 to 3000 — 80 UZS per unit;
- from 3001 to 5000 — 60 UZS per unit;
- above 5001 — 50 UZS per unit.

5.3.2. The system service fee is calculated from the total amount of payments received (total revenue) by the Water Supplier (Boss) through "suv_kerak" for water sales and water delivery services. The calculation formula and actual mechanism (withholding, periodic settlements, etc.) are implemented technically in the system and displayed in the Water Supplier (Boss) interface.

5.3.3. The Company may, under separate promotions, advertising campaigns, or internal decisions for the "suv_kerak" project, partially or fully waive the system service fee for a certain period, set it to 0%, or introduce other preferential terms. In such cases, relevant information will be announced to the Water Supplier (Boss) through the applications, Telegram bots, or official channels.

5.3.4. If the law establishes a special procedure for taxes, mandatory payments, or other fees, the Company and the Water Supplier (Boss) must act in accordance with such requirements.

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6. Payment Procedure and Refunds

6.1. Payment Methods

6.1.1. The Customer may make payment using the following methods:

- cash to the Courier at the time of delivery;
- online payment through payment systems integrated into "suv_kerak" (e.g., Click, Payme, and other payment organizations).

6.1.2. Available payment methods and their descriptions are indicated separately in the application, Telegram bot, or other interface. The Company may add, change, or discontinue certain payment methods for technical or commercial reasons.

6.2. Payment Time

6.2.1. The payment mode (prepayment, post-delivery payment, etc.) may be determined by the Water Supplier (Boss) policy and the specific circumstances and is reflected in the interface.

6.2.2. The Customer must make payment on time in accordance with the selected method and terms.

6.3. Refund Policy

6.3.1. As a general rule, payments made by the Customer are non-refundable unless otherwise provided by applicable law or specific decisions of the Company.

6.3.2. If the water delivery service was not provided at all (for example, the Courier did not deliver within the specified period and the service was not actually rendered), the Company and the Water Supplier (Boss) will review the situation separately, taking into account the Customer’s lawful rights and interests. If grounds provided by law exist, a refund or other form of compensation (e.g., credit toward the next order) may be applied.

6.3.3. In cases where the Customer unreasonably refuses the order, is not present at the address, refuses to accept the Courier, or otherwise prevents the service from being performed, the Company and the Water Supplier (Boss) reserve the right to refuse a refund and to charge the Customer for delivery-related costs, unless otherwise required by law.

6.4. Payment Security and Fraud Prevention

6.4.1. Online payments made through the "suv_kerak" system are processed using secure infrastructure provided by banks and payment organizations (Click, Payme, Uzum Bank, etc.).

6.4.2. Users' bank card data is processed directly by payment organizations and banks. The "suv_kerak" system does not store or have full access to such data.

6.4.3. To enhance payment security, 3D Secure (3DS) technology may be used, providing additional authentication (SMS code, bank app confirmation, etc.).

6.4.4. To prevent fraudulent transactions, the following measures may be applied:
– automatic detection and temporary blocking of suspicious transactions;
– limiting repeated payment attempts from the same card;
– monitoring user activity and conducting additional verification when necessary;
– compliance with security requirements set by banks and payment organizations.

6.4.5. The user is responsible for ensuring the security of their payment instruments:
– not sharing bank card details with third parties;
– not disclosing SMS or 3DS verification codes;

– making payments only via trusted devices and networks.

6.4.6. In case of suspected unauthorized use of a card, the user must immediately contact their bank and payment provider.

6.4.7. The Company reserves the right to temporarily restrict or suspend user operations in case of suspected fraudulent activity.

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7. Acceptance of the Offer and Contract Formation

7.1. This Offer is a public offer and, once accepted by the User in the established manner, is deemed to constitute a concluded agreement.

7.2. The User is deemed to have accepted (acceded to) this Offer by performing one or more of the following actions:

- adding the “suv_kerak” Telegram bot, entering it, and registering through it;
- registering to use the “suv_kerak” mobile applications (Boss, Meneger, Courier, or Customer application);
- placing an order for water by clicking “Confirm order”, “I confirm”, or similar buttons;
- making a payment through the “suv_kerak” system.

7.3. From the moment of acceptance, the User confirms that they have read and fully agreed to this Offer, the Privacy Policy, and other rules specified in the “suv_kerak” system.

7.4. If the User does not agree with the terms of this Offer, they must immediately stop using the “suv_kerak” Telegram bot and mobile applications.

8. Rights and Obligations of the Parties

8.1. General Rule

8.1.1. Within the scope of this Offer, the Company, the Water Supplier (Boss), the Manager (Meneger), the Courier, and the Customer must exercise their rights and fulfill their obligations in accordance with applicable law, this Offer, and the rules specified in the “suv_kerak” system.

8.2. Rights and Obligations of the Company

8.2.1. Company Obligations:

- to provide the system service through the “suv_kerak” project system in accordance with this Offer;
- within technical capabilities, to endeavor to ensure stable operation of the system;
- to process Users’ personal data in accordance with the Privacy Policy and applicable law;
- upon detection of technical malfunctions or disruptions, to take necessary measures to eliminate them.

8.2.2. Company Rights:

- to change the system interface, functionality, tariffs, and certain service terms for the purposes of improving service quality, security, and optimization;
- to temporarily restrict or terminate a User’s access to the system in case of a material breach of this Offer, the Privacy Policy, legal requirements, or ethical standards;
- to temporarily close parts of the system, carry out modernization, or restrict functionality when required for technical, organizational, or legal reasons.

8.2.3. The Company is not a direct provider of the water delivery service (water quality, composition, storage, compliance with sanitary requirements) and bears no direct responsibility for such service. Such services are provided by the Water Supplier (Boss), who bears direct responsibility.

8.3. Rights and Obligations of the Water Supplier (Boss)

8.3.1. Water Supplier (Boss) Obligations:

- to carry out water delivery activities in compliance with applicable legal requirements (hygiene, sanitation, certification, licensing, and other requirements);
- to bear full responsibility for the composition, quality, and safety of the sold water and all supporting documents (certificates, hygienic conclusions, etc.);
- to comply with sanitary and technical standards during storage, transportation, and delivery of water;
- to accurately indicate water and container prices, promotions, and terms in the “suv_kerak – Boss” application and to update them in a timely manner when changes occur;
- to review Customer complaints and claims within its competence and, if necessary, cooperate with relevant authorities.

8.3.2. Water Supplier (Boss) Rights:

- to independently set water and container prices, promotions, and discounts in the “suv_kerak – Boss” application;
- to select its Managers and Couriers and independently determine relationships with them;
- to discontinue use of the system service, subject to compliance with this Offer and applicable law.

8.3.3. The Water Supplier (Boss) is obliged to pay the system service fee (commission) in accordance with this Offer and to timely settle accounts with the Company.

8.4. Obligations of the Manager (Meneger) and Courier

8.4.1. Manager (Meneger):

- to comply with internal system regulations and the instructions of the Water Supplier (Boss);
- to correctly accept orders, distribute them among Couriers, and control the delivery process;
- to adhere to principles of polite communication and provide accurate information to Customers.

8.4.2. Courier:

- to deliver orders on time and with due care;
- to fulfill the address and order details as specified in the system;
- to comply with rules of conduct, legal requirements, and internal rules when communicating with the Customer.

8.4.3. Responsibility for the activities of the Manager and Couriers rests with the Water Supplier (Boss). The Company is not responsible as an employer for their labor relations and activities.

8.5. Rights and Obligations of the Customer

8.5.1. Customer Rights:

- to order water through the “suv_kerak” system, track delivery status, and use other system features;
- to request full and reliable information about the purchased water and the service from the Water Supplier (Boss) and the Courier;
- to submit inquiries, complaints, and suggestions in accordance with this Offer and applicable law.

8.5.2. Customer Obligations:

- to provide accurate and up-to-date information when registering and placing an order (name, phone number, address, etc.);
- to accept the Courier at the agreed address and time and to pay for the order in a timely manner using the selected method;
- not to violate legal requirements, moral standards, or the terms of this Offer when using the system.

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9. Liability and Force Majeure

9.1. General Liability Rules

9.1.1. The Parties shall be liable for breach of this Offer in accordance with applicable law and this Offer.

9.1.2. As a general rule, the Company may be liable only for actual damages (real losses) caused by improper performance of its obligations related to providing the system service. The Company does not assume liability for lost profits.

9.2. Liability for Water Composition, Quality, and Certificates

9.2.1. The Water Supplier (Boss) bears full and independent responsibility for the water it sells and delivers, including:

- chemical and microbiological composition;
- compliance with sanitary norms and hygienic standards;
- safety for consumption;
- certificates, hygienic conclusions, compliance with technical regulations;
- other mandatory labels and information about the manufacturer and product.

9.2.2. The Company:

- assumes no obligations regarding the composition, quality, or fitness of water for consumption;
- assumes no obligations related to storage, transportation, packaging, or certification of water;
- is not liable for any damage related to water quality or impact on health.

Such matters are resolved directly within the relationship between the Customer and the Water Supplier (Boss).

9.2.3. If the Customer has a claim or complaint regarding water quality or its impact on health, the Customer has the right to address the claim primarily to the Water Supplier (Boss) and to apply to the relevant state supervisory authorities in accordance with applicable law.

9.3. System Disruptions and Technical Limitations

9.3.1. The Company endeavors to ensure stable operation of the “suv_kerak” system; however, it cannot guarantee uninterrupted operation in the following cases:

- malfunctions of Internet providers, telecom operators, or hosting providers;

- technical failures of servers and equipment;
- DDoS attacks, cyberattacks, or other information security threats;
- emergency maintenance works.

9.3.2. In such cases, the Company will endeavor to take measures to restore the system; however, it shall not be liable for direct or indirect lost profits, data loss, delivery delays, or similar consequences, unless such damage resulted from the Company's intent or gross negligence.

9.4. Force Majeure Events

9.4.1. The Parties shall not be liable for partial or total failure to perform obligations due to force majeure events, including:

- natural disasters (earthquakes, floods, mudslides, storms, heavy snowfall, etc.);
- war, military actions, terrorism, mass disturbances;
- epidemics, pandemics, quarantine restrictions;
- decisions of state bodies, local authorities, or other authorized organizations resulting in restriction or prohibition of the service;
- major accidents affecting communications, electricity supply, transportation infrastructure, and other similar events.

9.4.2. The Party affected by force majeure shall, where possible, notify the other Party(ies) and take measures to mitigate the consequences.

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10. Dispute Resolution Procedure

10.1. Pre-trial (Out-of-court) Procedure

10.1.1. All disputes, disagreements, and claims arising from or related to this Offer shall first be resolved by the Parties through negotiations and written communications in an amicable manner.

10.1.2. The Customer or the Water Supplier (Boss) may submit a claim or complaint to the Company through the following channels:

- email: suv_kerak@gmail.com;
- Telegram support bot: @suv_kerak_support.

10.1.3. In the claim/complaint, it is recommended (where possible) to provide: full name or user ID, user type, contact details, the essence of the dispute, date of the event, relevant screenshots, and other supporting materials.

10.1.4. As a general rule, the Company endeavors to review such requests within 30 (thirty) calendar days and notify the User of the outcome.

10.2. Court Procedure

10.2.1. If it is impossible to resolve the dispute amicably, the dispute shall be considered by the competent court at the Company's place of registration in accordance with the laws of the Republic of Uzbekistan.

10.2.2. The conclusion, validity, interpretation, performance, and termination of this Offer shall be governed by the laws of the Republic of Uzbekistan.

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11. Final Provisions

11.1. This Offer enters into force from the moment it is published by the Company (for example, in the "suv_kerak" Telegram bot, mobile applications, or official information channels) and shall operate as an agreement from the moment it is accepted by the User.

11.2. The Company has the right to amend or update this Offer taking into account applicable law, system development, and other objective reasons. The updated version enters into force upon publication at the location where the Offer is posted (e.g., via a link inside the bot/app), unless a different effective date is specified.

11.3. Continued use of the "suv_kerak" system after publication of the updated Offer generally confirms that the User has read and agreed to the new version.

11.4. If certain provisions of this Offer are deemed invalid or unenforceable due to changes in law or decisions of authorized bodies, this shall not render the remaining provisions invalid. The remaining provisions shall remain in force.

11.5. This Offer shall be applied together with the Privacy Policy and other rules established in the "suv_kerak" system. In case of conflicts regarding personal data processing, provisions ensuring a higher level of protection of Users' rights shall generally prevail.

Karshi city, 2025