PUBLIC OFFER OF THE “SUV KERAK” PLATFORM

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1. General Provisions

1.1. This document constitutes a public offer in accordance with Articles 367–370 of the Civil Code of the Republic of Uzbekistan.

1.2. Registration on the platform, placing an order, or using the service shall constitute full and unconditional acceptance (acceptance by conduct) of this Public Offer.

1.3. The Operator reserves the right to amend this Public Offer unilaterally at any time. The updated version shall enter into force from the moment it is published on the Platform.

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2. Platform Status

2.1. “Suv Kerak” is an information technology platform.

2.2. The Operator is not a manufacturer, seller, or supplier of water.

2.3. Full responsibility for the quality, quantity, sanitary condition, and compliance of the product with applicable standards shall rest with the Supplier (Business).

2.4. Responsibility for delivery quality and delivery time shall rest with the Courier.

2.5. The Operator acts solely as an informational intermediary.

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3. Order Placement Procedure

3.1. The Consumer independently places orders through the Platform.

3.2. The Operator shall not be liable for any consequences arising from inaccurate or incorrect information provided by the Consumer.

3.3. The Operator reserves the right to refuse or cancel any order without providing reasons.

4. Price and Payment

4.1. Prices are determined by the Supplier.

4.2. The Operator reserves the right to modify prices at any time.

4.3. Online payments are processed through banking systems, and payment security is ensured by the respective bank.

4.4. Paid amounts shall not be refunded, except in the following cases:
• if a payment was made twice due to a technical error;
• if the order was not fulfilled due to the Operator’s fault.

4.5. Refunds shall be processed within 5 (five) banking days.

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5. Delivery

5.1. Delivery timeframes are approximate.

5.2. The Operator shall not be liable for delays caused by weather conditions, traffic situations, or force majeure circumstances.

5.3. Obligations shall be deemed fulfilled upon delivery of the water to the specified address.

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6. Product Acceptance and Returns

6.1. The Consumer is obliged to inspect the product at the time of delivery.

6.2. Products of proper quality that have been accepted are non-refundable.

6.3. Individually customized orders are non-refundable.

6.4. If the Consumer refuses to accept the product, delivery cos

ts shall be borne by the Consumer.

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7. Personal Data

7.1. The Consumer gives unconditional consent to the processing of their personal data.

7.2. The Operator may use personal data for the purposes of:
• advertising;
• marketing;
• promotional campaigns;
• statistical analysis.

7.3. The Operator may transfer personal data to third parties within the limits permitted by applicable law.

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8. Liability

8.1. The Operator shall not be liable for:
• product quality provided by the Supplier;
• delivery delays caused by the Courier;
• technical failures;
• Internet disruptions;
• banking system issues;
• actions of third parties.

8.2. In any case, the Operator’s liability shall be limited to an amount not exceeding five times the Base Calculation Amount in effect at the time the damage occurred.

8.3. The Operator shall not be liable for lost profits, moral damages, or indirect damages.

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9. Restriction of Platform Access

9.1. The Operator may temporarily or permanently block a Consumer’s account at any time.

9.2. The Operator is not obliged to provide explanations for account suspension or blocking.

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10. Force Majeure

10.1. The Operator shall not be liable for failure to perform obligations due to force majeure circumstances, including natural disasters, governmental decisions, Internet outages, military actions, pandemics, or other extraordinary events.

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11. Dispute Resolution

11.1. All disputes shall be resolved through negotiations.

11.2. If no agreement is reached within 10 days, the dispute shall be resolved in court.

11.3. Disputes shall be governed by the laws of the Republic of Uzbekistan.

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12. Final Provisions

12.1. This Public Offer is an official legal document.

12.2. In the event of discrepancies, the Uzbek-language version of this Offer shall prevail.

Karshi city, 2025