

If for any reason you do not agree with the terms of this User Agreement (Public Offer), or with the Privacy Policy, please do not use the website <https://litro.uz> and do not register.

USER AGREEMENT (PUBLIC OFFER)

Tashkent

«01» July 2025 r.
effective date

This document, permanently posted on the Internet at: <https://litro.uz>, in accordance with Articles 360, 367, 369, and 370 of the Civil Code of the Republic of Uzbekistan (hereinafter referred to as the “Civil Code of the Republic of Uzbekistan”), is the User Agreement and the official offer (public offer) of the Joint Venture in the form of a Limited Liability Company "LiTRO App" (JV LLC "LiTRO App"), TIN 311 752 980, (hereinafter referred to as the “Service Provider”), represented by General Director D.Zh. Kaipbergenov, acting on the basis of the Charter, and offers to conclude a Contract

(hereinafter – the “Offer” and/or the “Agreement”) with any interested adult (emancipated) natural person who uses the website on the Internet <https://litro.uz> (hereinafter – the “Website”), as well as the “LiTRO” mobile application (hereinafter – the “Software”), and accepts this offer under the conditions stated below, hereinafter referred to as the “Customer,” and jointly referred to as the “Parties.”

The Agreement concluded by acceptance of this Offer is governed by the norms of civil legislation, including, but not limited to, the rules on an adhesion contract (Article 360 of the Civil Code of the Republic of Uzbekistan), since its terms are determined by the Service Provider in this Offer and may be accepted by any interested adult (emancipated) natural person only by adhering to the proposed Agreement in its entirety, without any exceptions or limitations. This Offer enters into force from the moment it is posted on the Internet at: <https://litro.uz>. The Service Provider has the right at any time, at its sole discretion, to change the terms of the Offer or to revoke it in the manner prescribed by this Agreement.

In accordance with Articles 367 and 370 of the Civil Code of the Republic of Uzbekistan, acceptance of the Offer is equivalent to the conclusion of an Agreement on the terms set forth in this Offer, published on the Website/Software. The Agreement proposed by the Service Provider for conclusion under the terms of this Offer is considered concluded from the moment the Customer performs certain actions defined by the Offer as its acceptance (hereinafter – the “Acceptance”):

✓ Familiarization with the terms of this Agreement, establishing the conditions for using the Website/Software, by clicking the button “I accept the terms of the user agreement and consent to the processing of my personal data,” or the button “submit application,” or “register” or “registration,” or other similar buttons confirming the

Customer's consent and direct will to provide/receive services from the Service Provider during the application and registration on the Website/Software;

✓ The Customer's expression of agreement with the terms of the Offer by making a payment for the Subscription in the manner specified in the Agreement, where the date of acceptance of the Offer by the Customer (the date of conclusion of the Agreement) is considered to be the date of crediting funds to the Service Provider's settlement account;

✓ Submission by the Customer of an application for the provision of Subscription service on the Website/Software: entering accurate and up-to-date data, first name and/or last name (in accordance with an identity document), phone number, bank card details into the registration form, and checking the corresponding box to accept the terms of this Agreement and the Privacy Policy. Please note that without completing the registration procedure and checking the box indicating acknowledgment and acceptance (consent) of this Agreement – including through contacting the Service Provider's authorized representatives under agreements concluded between the Service Provider and such representatives (hereinafter – “Agents/Contractors”) – access to the registration of Payment and/or submission of an Application is not granted;

Unconditional and full acceptance (Acceptance) of the terms of this Offer is considered to be the payment by the Customer for the Subscription from the Service Provider carried out in the manner provided in Section 2 of the Offer.

In case of changes to the Offer by the Service Provider, such changes take effect from the moment the amended terms of the Offer are published on the Website <https://litro.uz>, unless another date is specified by the Service Provider in the corresponding notification of changes, which is sent by the Service Provider to each Customer by any means convenient to the Service Provider and in accordance with the legislation of the Republic of Uzbekistan, based on the contact information voluntarily provided by each Customer and consent to receive such notifications from the Service Provider by joining the Offer / signing the Agreement.

The Customer agrees and acknowledges that amendments to this Offer entail amendments to the Agreement concluded and in effect between the Customer and the Service Provider, and these amendments come into force simultaneously with the amendments to the Offer. The Customer's failure to take action to familiarize themselves with the terms and/or amendments to this Offer cannot serve as grounds for the Customer's failure to fulfill obligations or to disregard the limitations established by this Agreement

1. TERMS AND DEFINITIONS

In this Agreement, unless otherwise explicitly indicated by the context, the following terms shall have the following meanings:

Administration (hereinafter – the “**Administration/Service Provider**”) – a legal entity registered in accordance with the legislation of the Republic of Uzbekistan and being the owner (right holder) of the website (JV LLC “LiTRO App,” TIN 311 752 980).

Confidential Information (hereinafter – “**Confidential Information**”) – information that includes data about hardware and software, screens, technical specifications, designs, plans, drawings, data, prototypes, discoveries, research, developments, methods, processes, procedures, courses, masterclasses and webinars, improvements, know-how, configurations, marketing techniques, as well as plans, technical and commercial information, materials in oral, demonstrative, written, graphic or machine-readable form that has not been published and is not available to the general public and/or trade, and which is maintained as confidential and proprietary information for the disclosing party.

Subscription – a set of services provided by the **Service Provider** to car owners (Clients) in accordance with this Agreement.

Website <https://litro.uz> (hereinafter – the “**Website**”) is a hardware and software complex of the **Service Provider**, located at the web address: <https://litro.uz>, containing a collection of information, texts, graphic elements, design, images, photos and video materials (audiovisual works), and other objects of intellectual property, as well as software programs contained in an information system that ensures the availability of such information on the Internet, trademarks, etc., which belong to the **Service Provider** in full. The use of the **Website/Software** and its content and components (both in whole and in part), as well as other software solutions developed by the **Service Provider**, does not imply the transfer (alienation) to the **Customer** and/or any third party of rights to the results of intellectual activity, either in full or in part. The **Website** is an Internet resource intended to provide the **Customer** with access to informational materials (Website content).

Registration of a service request to the Service Provider (hereinafter – “**application registration**,” “**submission of application**”) – the process of registration on the **Website/Software** implies that the **Customer** fills out a form and leaves their data so the **Service Provider** may contact them to further provide services. In doing so, the **Customer** contacts and addresses either the **Service Provider** directly or the **Service Provider’s Agents/Contractors**. All information provided by the **Customer** when entering into the Agreement and/or registering the Application must be accurate. In case of doubt regarding the accuracy of such data, the **Service Provider** has the right, throughout the entire period of service provision, to request additional information

and/or require its confirmation. The request shall be sent to the **Customer** via phone call or SMS to the number provided at the time of the Agreement or application registration, or by another method not contrary to the terms of the Agreement.

Registration of payment for the service through online payment services “PAYME” or “CLICK” (hereinafter – “**payment registration**”) – the process of registering payment on the **Website/Software** through the online services “PAYME” or “CLICK” implies that the **Customer** fills out a form belonging to “Payme” or “Click” and provides their data to pay for the services rendered by the **Service Provider**. All information provided by the **Customer** when entering into the Agreement and/or registering the Payment must be accurate. In case of doubt regarding the accuracy of such data, the **Service Provider** has the right, throughout the entire period of service provision, to request additional information and/or require its confirmation. The request shall be sent to the **Customer** via phone call or SMS to the number provided during application or payment registration.

Provision of service by the Service Provider – (hereinafter – the “**service**”) means a single or set of services listed on the **Service Provider’s Website/Software**, and selected by the **Customer** for receipt.

Other terms and definitions found in the text of the Agreement shall be interpreted by the **Parties** in accordance with the rules of the **Service Provider**, published on the **Website** or in the **Software** (hereinafter – the “**Rules**”), and in the absence of such in the **Rules** – in accordance with the legislation of the Republic of Uzbekistan and the generally accepted interpretation practices of corresponding terms on the Internet.

2. SUBJECT, COST OF SERVICES AND PAYMENT PROCEDURE. ACCEPTANCE OF THE OFFER

2.1. Under the terms of this Offer, the Service Provider undertakes to provide the Customer with a Subscription in accordance with the list of individual services included in the Subscription purchased by the Customer from the Service Provider or from an Agent/Contractor.

2.2. The Customer shall make a cashless payment to the Service Provider using a bank card, including via a banking terminal (if available), or via “PAYME” or “CLICK” through the Service Provider’s Software, or via payment systems “PAYME” or “CLICK” using a link provided by the Service Provider.

2.3. The cost of services is set in Uzbek sums excluding VAT and is communicated to the Customer on the date of the Subscription purchase by the Service Provider and/or by the Agent/Contractor.

2.4. The Subscription is considered paid from the date the funds are credited to the Service Provider’s account. The Subscription is activated by the Service Provider upon receipt of all necessary data, documents, and/or permits from the Customer, either

directly or through the Agent/Contractor, namely 24 (twenty-four) hours after such receipt.

2.5. If payment for the Subscription is required, the Acceptance of the Offer is considered completed on the date the Customer pays the full amount for the Subscription, and the Agreement is considered concluded under the terms of this Offer.

2.6. The Service Provider shall not be held responsible for data and confidential information provided by the Customer to the bank, payment systems "PAYMI"/"CLICK," or to the Agent/Contractor.

2.7. The Service Provider shall not be liable for bank or other commissions arising from payment for the service made by the Customer to the bank, to the payment system "PAYMI"/"CLICK," or to the Agent/Contractor. Likewise, the Service Provider is not responsible for the security and success of the payment process made by the Customer through the bank, terminal, "PAYMI"/"CLICK" payment systems, or through the Agent/Contractor.

3. PROCEDURE FOR SERVICE PROVISION AND ACCEPTANCE

3.1. The direct recipient of the services is an adult individual (hereinafter – the "Participant"), specified by the Customer at the time of submitting the Customer's application for the service.

3.2. The application for provision of a particular service under the Subscription is submitted on the Website/Software or via the Service Provider's Call Center, and contains a reference to the Subscription and the name of the service included in it, the location of the service provision, and the Customer's details (full name and phone number).

3.3. If the Customer does not raise a claim to the Service Provider within two (2) business days after the direct service provision by the Service Provider, specifying any deficiencies in the services provided, the services shall be deemed rendered by the Service Provider in a timely manner, properly, in full, and accepted by the Customer without objections or remarks.

3.4. Services not included in the Subscription may be provided to the Customer on a one-time paid basis, and their regulation is carried out in accordance with the Rules.

4. RIGHTS AND OBLIGATIONS OF THE PARTIES

4.1. The Service Provider is obliged to:

4.1.1. Provide the Customer with the services included in the Subscription, of appropriate quality, in accordance with the terms of this Offer Agreement, on a 24/7 basis or during other hours specified in the Rules.

4.1.2. Notify the Customer at the email address or phone number provided by the Customer in the Application, or in any other manner not prohibited by law, about

changes to the location and/or date and time of service provision under the Subscription.

4.1.3. Upon the Customer's written request, in the event the service was not provided in full within the specified timeframe, or if it was impossible to provide it due to reasons beyond the Service Provider's control, or in other similar cases – agree with the Customer on another date, time, and/or place for the service that was not rendered.

4.1.4. Upon receiving any requests from the Customer, whether addressed to the Service Provider or to an Agent/Contractor (regarding services provided by the Service Provider), the Service Provider undertakes to independently review such Customer requests in order to promptly resolve their issues, without involving the Agent/Contractor in any proceedings. In this regard, if the Customer initially contacts the Agent/Contractor, the Agent/Contractor is obliged to explain (including repeated explanations) to the Customer the procedure for receiving services under the Subscription and redirect the Customer to the Service Provider, followed by notifying the Service Provider of the Customer's inquiry, providing their contact details for direct communication between the Service Provider and the Customer.

4.2. The Service Provider has the right to:

4.2.1. Independently choose the methods and means of providing services under the Subscription, including but not limited to making changes to the terms of service provision under the Subscription.

4.2.2. Reschedule, at its sole discretion, the provision of services (location, dates, and time) due to reasons beyond the Service Provider's control, with prior notification to the Customer via the email address or phone number provided by the Customer when concluding the Agreement, or in any other legal and mutually convenient manner.

4.2.3. Carry out photo and video recording during the provision of services and use the resulting materials in any way in its direct activities, including on the Internet (on the Website/Software, on social media, etc.), in other advertising, informational, and marketing materials, and distribute them to the media, etc. In this regard, the Customer gives their consent to the Service Provider to use the image of themselves and/or the Participant in any way, if such image was obtained during the provision of services under the Subscription. This consent is valid indefinitely and worldwide, unless the Customer expressly objects to photo and video recording during the provision of services under the Subscription. In that case, such actions shall be carried out by the Service Provider in a way that makes it impossible to identify the Customer and their vehicle.

4.2.4. Engage third parties to provide services without obtaining the Customer's consent, while remaining responsible to the Customer for their actions.

4.2.5. Refuse to provide services under the Subscription to the Customer if the Subscription or any part of it has not been paid for, in accordance with the terms and deadlines specified in this Offer Agreement.

4.2.6. Refuse to provide services under the Subscription upon its expiration, as well as under other conditions provided by this Offer Agreement or the Rules.

4.2.7. In case the Customer publishes audio/video/text materials on the Internet or on social media without the Service Provider's prior approval, the Service Provider has the right to cancel the Subscription and seek a penalty from the Customer or file a lawsuit to protect its intellectual property.

4.3. The Customer is obliged to:

4.3.1. Timely inform the Service Provider of all circumstances related to the subject of the Agreement, provide accurate information about themselves and/or the Participant that is relevant for the provision of services under the Subscription by the Service Provider, and bear responsibility for the breach of warranties set out in Section 7 of this Offer Agreement.

4.3.2. Ensure the safety of the Service Provider's property located at the place of service provision under the Subscription, and fully compensate the Service Provider for any damage caused by the actions and/or inactions of the Customer or Participant, or by the failure to timely warn the Service Provider of possible risks or other circumstances that may affect the integrity of the Service Provider's property. In case of any damage to the Service Provider's property by the Customer/Participant, the Customer undertakes to compensate the Service Provider within five (5) business days from the date of receiving a corresponding claim, either the cost of repairing the damage or, if the damage cannot be repaired, the full value of the Service Provider's property.

4.3.3. Pay for the Subscription in the manner and within the timeframe stipulated by this Offer Agreement.

4.3.4. Comply with the requirements and recommendations of the Service Provider in the context of the services provided under the Subscription.

4.3.5. Ensure compliance with discipline and generally accepted standards of conduct during the provision of services under the Subscription.

4.3.6. Notify the Service Provider at least two (2) hours prior to the scheduled time of service provision, via the Service Provider's email or phone, or any other method agreed upon by the Parties, in case of inability to receive the service due to illness or other valid reasons, providing supporting documents (upon request by the Service Provider), and coordinate a new time, location, and date for the provision of the relevant service under the Subscription.

4.3.7. In the event that the Customer publishes audio/video/text materials on the Internet or social media without prior approval from the Service Provider, reimburse the Service Provider the penalty it demands within the timeframe specified by the Service Provider.

4.4. The Customer has the right to:

4.4.1. Demand proper provision of services under the Subscription by the Service Provider, as stipulated in this Offer Agreement.

4.4.2. Receive complete and accurate information on matters related to the provision of services under the Subscription.

4.4.3. Request a refund for the Subscription in accordance with the procedure set out in the Rules, within 48 (forty-eight) hours from the date of purchase of the Subscription, exclusively in cases where none of the services included in the Subscription have been used. Otherwise, the Service Provider has the right to refuse the refund to the Customer.

5. TERM OF THE OFFER

5.1. This Offer Agreement remains in effect until the expiration date of the Subscription.

6. LIABILITY AND DISPUTE RESOLUTION

6.1. In the event of non-fulfillment or improper fulfillment of obligations under the Agreement, the Parties shall be liable in accordance with the applicable legislation of the Republic of Uzbekistan.

6.2. The Parties shall be released from liability for partial or complete failure to fulfill their obligations under the Agreement if such failure results from extraordinary and unavoidable circumstances, confirmed in accordance with legal procedures, which prevent proper fulfillment of obligations under the Agreement.

6.3. All disputes and disagreements arising in connection with the provision of services shall be settled through negotiations. The pre-trial complaint procedure is mandatory for the Parties. The review period for a complaint is 20 (twenty) calendar days.

6.4. If the disagreement is not resolved through the pre-trial complaint procedure, the Parties shall have the right to refer the matter to a court at the location of the Service Provider, in accordance with the legislation of the Republic of Uzbekistan.

7. MISCELLANEOUS

7.1. The Customer guarantees that there are no circumstances preventing them from receiving the services under the Subscription in accordance with this Offer Agreement.

7.2. If one or more provisions of this Offer are, for any reason, deemed invalid or unenforceable, such invalidity shall not affect the validity of any other provision of the Offer (Agreement), which shall remain in full force and effect.

7.3. Without contradicting the terms of this Offer, the Customer and the Service Provider may at any time formalize the Agreement in the form of a bilateral written document, signed and sealed by both Parties.

7.4. During the term of this Agreement, as well as after its expiration, the Parties undertake not to disclose or use for their own benefit or the benefit of any third parties any confidential information, including business, commercial, technical, or other information that cannot be known to the Parties from public sources and which has been transferred by one Party to the other in connection with the conclusion and performance of this Agreement.

8. PRIVACY POLICY AND PROTECTION OF PERSONAL DATA

8.1. The submission of personal data when placing an Application constitutes, in accordance with the Law of the Republic of Uzbekistan "On Personal Data," a specific, informed, and conscious expression of the data subject's consent to the processing of personal data. By accepting the Offer, the Customer grants the Service Provider consent to collect, store, and process—including automated processing—information relating to the Customer's or the Participant's personal data (hereinafter referred to as "Personal Data"), where the Participant is a third party on whose behalf the Customer enters into the agreement. This includes surname, first name, patronymic, registered address, place of residence, contact phone numbers, email addresses, bank account numbers, and official details of an individual or legal entity. The processing includes the collection, systematization, accumulation, storage, updating (modification), use, distribution (including transfer), anonymization, blocking, and destruction of Personal Data.

The processing of Personal Data is carried out for the purpose of concluding and performing the Agreement based on this Offer, for settlements with the Customer, for decision-making or taking other actions that generate legal consequences for the Customer or the Participant, for providing the Customer with information about services rendered by the Service Provider, for the fulfillment of contractual obligations to third parties, and for informing the Customer about new products and services developed and/or offered by the Service Provider and/or its contractors and partners. By accepting the Offer, the Customer agrees to receive promotional information.

8.2. The consent provided by the Customer for the processing of Personal Data, as mentioned in clause 6.2 of the Offer, is valid until the expiration of the retention period of the relevant information or documents containing such information, as determined in accordance with the legislation of the Republic of Uzbekistan. Additionally, the consent may be withdrawn by sending a written notice to the Service Provider at least three (3) months prior to the withdrawal. Withdrawal of consent for the processing of personal data shall be deemed a unilateral refusal by the Customer from the services.

8.3. For all matters not governed by this Offer, the Parties shall be guided by the provisions of the Rules and the current legislation of the Republic of Uzbekistan.

8.4. The Customer confirms that they have read this Offer and agree with its provisions.

8.5. The Parties recognize as legally binding the correspondence sent to the email addresses provided by the Customer in the Application and by the Service Provider in this Offer.

8.6. Use and retention of information provided by the Customer and received by the Service Provider:

1. The Service Provider uses the information:

- to register the Customer on the Website/Software;
- to fulfill its obligations to the Customer;
- to evaluate and analyze the performance of the Website/Software;
- to analyze purchase history and segment personalized offers.

2. The retention period for personal data is five (5) years.

8.7. Disclosure of information received by the Service Provider:

1. The Service Provider undertakes not to disclose information received from the Customer. Disclosure to Agents/Contractors, as well as information about Customers obtained by the Service Provider from Agents/Contractors, shall not be deemed a breach.
2. Disclosure of information in accordance with justified and applicable legal requirements of the Republic of Uzbekistan shall not be deemed a breach of obligation.

8.8. The Service Provider is entitled to use “cookies.” Cookies do not contain confidential information and are not shared with third parties.

8.9. The Service Provider obtains information about the IP address of the Website visitor. This information is not used to identify the visitor personally.

8.10. The Service Provider shall not be held responsible for information provided by the Customer in publicly accessible form to the bank, payment systems "PAYME"/"CLICK," or to an Agent/Contractor.

8.11. The Service Provider shall not be liable for any losses incurred by the Customer as a result of their login and password becoming known to third parties.

8.12. If the Service Provider suspects that the Customer's account is being used by a third party or malicious software, it has the right to unilaterally change the Customer's password.

Service Provider:

JV LLC "LiTRO App"

Address: Tashkent, Yunusabad District,

BARIYOT mahalla, 12th block, house 20A

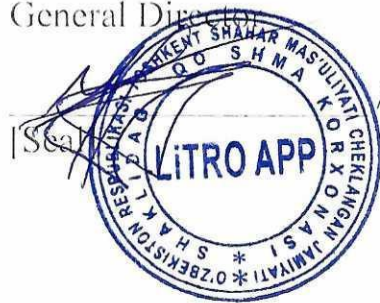
TIN: 311 752 980

Bank account: 2021 4000 3071 7299 4001

Bank: OPIRYU JSC "Octobank"

MFO: 00980

General Director



/Kaipbergenov D.Zh.