Public Offer for the Provision of Services

Edition of 23 October 2026.

1. General provisions and terms

1.1. This document is a public offer — a proposal by the limited liability partnership "House Concierge Company" (hereinafter, the "Provider" or "HCC") to conclude a contract with any individual who accepts its terms (hereinafter, the "Customer"). The offer is addressed to an indefinite group of persons and is published on the website https://hcckz.com (hereinafter, the "Site").

1.2. A contract concluded on the terms of the offer is a contract for the provision of services for a fee and an adhesion contract: the Customer accepts the terms of the offer as a whole, without changes.

1.3. The following terms are used in the offer:

• "Service" — a service from the catalog on the Site: household and engineering services (plumbing, electrical work, carpentry, etc.), cleaning, concierge services (taking out the trash, dog walking, "Home Keeper" errands), and territory and plot services (territory cleaning, snow removal, lawn mowing);

• "Catalog" — the list of Services, prices and their descriptions on the Site;

• "Order" — the Customer's request for a Service, confirmed by the Provider;

• "Specialist" — an HCC employee or a person engaged by HCC (a self-employed person, an individual entrepreneur or a legal entity) who carries out the Order;

• "Subscription" — an Order for a recurring Service for a month or a year (taking out the trash, dog walking);

• "Property" — the apartment, house, plot or other place where the Service is provided.

1.4. The Provider is liable to the Customer for the provision of Services in full, including when they are performed by a Specialist or a partner company engaged by HCC.

1.5. The provisions of this document on the website also apply to the HCC mobile app (the "mobile app"), unless their nature indicates otherwise; actions made on the website (request, consent, acceptance, payment) may be made in the mobile app and have the same force.

2. Subject of the offer and acceptance

2.1. The Provider undertakes to provide the Customer with the Services selected in the Catalog, and the Customer undertakes to accept and pay for them on the terms of the offer.

2.2. Acceptance of the offer means any of the following actions by the Customer:

• submitting a request through the form on the Site with a mark of agreement to the offer;

• placing an Order in the personal account or in the HCC mobile app;

• confirming an Order to an HCC manager by phone, in a messenger or in writing;

• paying for the Service.

2.3. The contract is considered concluded from the moment of acceptance. The Catalog, prices and descriptions of Services on the Site are part of the offer. The scope of work and the final price of a particular Order are determined when it is confirmed.

3. Ordering procedure

3.1. The Customer submits a request on the Site, in the personal account or in the mobile app. Full name, address and phone number are mandatory in the request; email and comment are optional.

3.2. After receiving the request, an HCC employee contacts the Customer within 15 minutes during working hours (9:00 to 18:00) and within 30 minutes outside them, clarifies the scope of work, time and price, and confirms the Order.

3.3. An Order is considered accepted after confirmation by an HCC employee (by phone, in a messenger or in writing).

3.4. The Customer must provide accurate information about the Property and the scope of work, as well as its features: hidden utilities, pets, persons at the Property, and fragile and valuable items.

3.5. Services are provided in the cities of Almaty and Astana. The Provider may refuse an Order if the Property is outside the service area, the work is technically impossible or unsafe, or the Customer has not provided the necessary information.

3.6. Cancellation and rescheduling of an Order. The Customer may cancel or reschedule an Order no later than 30 minutes before the Specialist's arrival time; in this case no fee is charged, and the amount paid on the Site is refunded in full (100%). If the Customer cancels or reschedules the Order later, or the Specialist cannot start work through the Customer's fault (no access, nobody at the Property), 5,000 tenge is retained to cover the Provider's actual costs of the Specialist's visit. For emergency Orders (an urgent call-out for a leak, short circuit, etc.) the 30-minute period does not apply, and if the Order is cancelled after the Specialist has set off, the call-out is paid under clause 4.2.

4. Prices and payment

4.1. Prices in the Catalog are stated in tenge. A price marked "from" is the minimum cost of the Service; the final price is determined by the actual scope of work and agreed with the Customer before work begins. A price without "from" is final (per the unit stated in the Catalog).

4.2. The Specialist's call-out is included in the price of the Service when it is ordered. If the Service is not provided, the call-out fee is 5,000 tenge.

4.3. The minimum Order with a free visit is 15,000 tenge. For a smaller Order amount the visit costs 5,000 tenge.

4.4. For lawn mowing and snow removal the minimum Order amount with a visit is 20,000 tenge; the visit is included in the price.

4.5. The cost of materials, equipment and spare parts is paid by the Customer separately, unless otherwise stated in the Service description. What is and is not included in the price of the Service is stated on its page in the Catalog.

4.6. Additional work not agreed in advance is performed only with the Customer's consent and is paid separately.

4.7. Payment methods: non-cash only — by bank card on the Site, by QR code, or by invoice issued by HCC (for legal entities, and by agreement for individuals). Cash is not accepted by the Provider or the Specialist. When an Order is placed on the Site, the Service is paid for immediately; if the Order is cancelled or rescheduled no later than 30 minutes before the Specialist's arrival, 100% of the payment is refunded (clause 3.6). In the mobile app, one-off Services are paid for after they are provided and the result is accepted. Subscriptions and packages are paid for in advance.

4.8. Taxation: HCC is not a VAT payer; prices in the Catalog are stated without VAT.

4.9. Payment is made to the Provider. Handing money to the Specialist is allowed only with HCC's consent.

5. Warranties

5.1. A warranty of 6 (six) months from the date of completion of work applies to household and engineering services provided by the Provider.

5.2. The warranty does not apply to: damage caused by improper use; interference by third parties; normal wear and tear; materials and equipment supplied by the Customer (the warranty covers installation only); defects caused by the condition of hidden utilities about which the Provider warned the Customer before work began; force majeure.

5.3. For cleaning and territory services (territory cleaning, snow removal, lawn mowing) a warranty period of 1 (one) day from completion of the Service applies: within this period HCC remedies defects free of charge (repeat

cleaning, rework). No warranty applies to concierge services (taking out the trash, dog walking, "Home Keeper" errands): the Service is provided at the Customer's request within the agreed procedure, quality is checked on acceptance, and claims are submitted under section 7.

5.4. To have a defect remedied during the warranty period, the Customer contacts HCC. The defect is remedied free of charge within a reasonable time agreed with the Customer.

5.5. The warranty terms do not worsen the Customer's rights compared with the Law of the Republic of Kazakhstan "On Protection of Consumer Rights".

6. Rights and obligations of the parties

6.1. The Provider must:

• provide the Service with good quality, at the agreed time and in the agreed scope;

• engage qualified Specialists;

• inform the Customer of circumstances affecting the result or cost of the work;

• take care of the Customer's property at the Property;

• not disclose personal data or information about the Property.

6.2. The Provider may:

• engage Specialists (self-employed persons, individual entrepreneurs, legal entities) and partner companies to provide Services, remaining responsible to the Customer;

• suspend or refuse work if conditions at the Property are unsafe or the Customer breaches the terms of the offer;

• reschedule the Service in the event of force majeure, giving the Customer notice;

• demand payment for agreed additional work and materials.

6.3. The Customer must:

• provide access to the Property and safe working conditions, and clear the work area;

• be present when the Service is provided or arrange for a representative to be present, unless otherwise agreed;

• provide accurate information about the Property, the scope of work and special features (animals, fragile items, hidden utilities);

• accept and pay for the Service in the manner set out in the offer.

6.4. The Customer may obtain information about the Service, its price and the Specialist, cancel an Order before work begins (paying the call-out if the visit took place), and submit quality claims.

7. Acceptance of services and claims

7.1. On completion of the work the Customer inspects the result together with the Specialist. The result is confirmed in the personal account, by signature on an acceptance certificate, or orally. The Specialist may record the result by photo or video.

7.2. Remarks are recorded immediately on acceptance. Defects are remedied within the agreed time.

7.3. Claims are sent to info@hcckz.com, by phone at +7 775 771 60 23 or through the personal account within the warranty period of the relevant Service: for household and engineering services — 6 months; for cleaning and territory services — 1 day from completion of the Service; for concierge services — on acceptance or no later than the day after the Service is provided. HCC considers a claim within 10 business days.

7.4. If the Customer fails to attend acceptance without good reason and does not state reasoned objections within 24 hours, the Service is considered accepted.

8. Liability of the parties

8.1. The parties are liable under the legislation of the Republic of Kazakhstan and the terms of the offer.

8.2. The Provider is liable for actual damage caused to the Customer through the fault of the Provider or a Specialist, in the amount of the documented damage.

8.3. The Provider is not liable for:

• damage resulting from inaccurate information from the Customer;

• hidden defects of the Property and utilities of which the Provider did not know and could not have known;

• normal wear and tear;

• actions of third parties;

• force majeure;

• the safety of cash, jewelry, documents and other valuables left at the Property without warning the Provider.

8.4. The Customer is liable for damage caused to the Specialist or to the Provider's property through the Customer's fault, for inaccurate information, and for unsafe conditions at the Property.

8.5. The parties are released from liability for failure to perform obligations caused by force majeure (natural disasters, mass outages, decisions of government bodies, etc.), if it arose after the contract was concluded and the parties could not have prevented it.

9. Special terms: taking out the trash

9.1. The "Taking out the trash" Service is the daily removal of household waste from the door of the Customer's apartment or house to the waste container, 7 days a week, including weekends and public holidays. The Service is provided in Almaty and Astana.

9.2. Rates (as of the date of drafting; current rates are in the Catalog): monthly — 21,000 tenge per apartment or private house; annual Subscription — 189,000 tenge.

9.3. The price includes removal of no more than two bags of up to 60 liters each per day; the total weight must not exceed 20 kg.

9.4. Only household waste that may be placed in a waste container is removed. The following are not included in the Service and are not accepted: construction and bulky waste; hazardous waste (batteries and accumulators, mercury-containing lamps and devices, chemicals, paints, solvents, medical waste, expired medicines); flammable, explosive, toxic and corrosive substances, pyrotechnics, gas cylinders; liquids; sharp and piercing objects without safe packaging (glass, razors, syringes); electronic and household appliances; animals and their remains; items and substances withdrawn from circulation or prohibited by law; any items whose placement in a container is prohibited. The Specialist may refuse to accept such waste.

9.5. Collection time: the Customer chooses a convenient interval from those offered when placing the Subscription. Bags are placed at the Customer's door or handed to the Specialist in person during the chosen interval.

9.6. If the Customer is absent or does not hand over the trash in the chosen interval, no recalculation of the price is made.

9.7. If the volume or weight exceeds the limits of clause 9.3, a surcharge is charged in proportion to the number of bags and the weight. The surcharge for one additional bag (up to 60 liters) is 50% of the cost of one collection, that is 350 tenge (the cost of one collection is 700 tenge, based on the monthly rate of 21,000 tenge). Each additional 10 kilograms above 20 kg is equated to one additional bag. An additional invoice is issued at the end of each month, including for the annual Subscription.

9.8. The Subscription is paid in advance for a month or a year. The Customer may terminate the Subscription early by giving HCC written notice. A refund is made based on the actual time the Service was provided:

• for a monthly Subscription, the cost of the unused full days of the paid period after the termination date is refunded;

• for an annual Subscription, billing is monthly: for the months in which the Service was provided, including the current month begun, 1/12 of the annual price per month is retained, and the money for the following months is refunded.

The refund is made within 10 business days to the card or account from which the payment was made.

10. Special terms: dog walking

10.1. The "Dog walking" Service is a 30-minute walk with the Customer's dog. The Service is provided in Almaty and Astana in packages through a Subscription.

10.2. Rates (for one dog; as of the date of drafting; current rates are in the Catalog):

Package	Rate, tenge
Month, once a day	120,000
Month, twice a day	200,000
Year, once a day	1,150,000
Year, twice a day	2,000,000

10.3. A 50% discount on the price of any package applies to a second dog of the same owner. One Specialist walks no more than two dogs of the same owner at once; the duration of a walk with two dogs is 30 minutes.

10.4. The Customer (the dog's owner) declares and warrants that:

• he or she is the owner of the dog or its legal representative;

• the dog is vaccinated (including against rabies), has a veterinary passport, is healthy and has no contagious diseases;

• he or she has disclosed all known characteristics of the dog: aggression toward people and animals, tendency to run away, fears, chronic illnesses, allergies, and the habit of picking things up from the ground;

• he or she has provided a sound harness or collar, a leash and a muzzle; the dog is registered and identified in the manner established by city rules and is regularly treated for parasites.

10.5. The Provider may refuse or suspend the Service if the dog shows aggression, has a contagious disease, is not vaccinated, or if walking this breed or dog is restricted or prohibited by the dog keeping and walking rules in the city of Almaty or Astana. The Customer must state the breed in advance. Walks that did not take place because of inaccurate information from the Customer are not recalculated.

10.6. Walking rules. The dog is kept on a leash; a muzzle is put on in the cases provided by city rules (including in crowded places and during transport; for animals requiring special owner responsibility — always); walking takes place only in permitted places (not on playgrounds and sports grounds, the grounds of schools, kindergartens and medical institutions, in bathing areas or where walking is prohibited by signs). Dogs of breeds requiring special responsibility are walked only by a Specialist over 21 years of age. The Specialist does not let the dog off the leash, does not leave it unattended, does not hand it to third parties, cleans up after the dog, does not allow contact with other animals and does not feed the dog without the Customer's permission. A photo report is sent to the Customer after the walk. In adverse weather (severe frost, heat, ice, storm) the walk is shortened or replaced by agreement with the Customer.

10.7. Access and keys. Keys and access codes are handed over by an act and kept by the Provider. If keys are lost through the Provider's fault, the Provider reimburses the documented costs of replacing the keys and the lock.

10.8. Incidents. In the event of an escape, bite, injury, illness or conflict with other animals or people, the Specialist immediately notifies the Customer and the HCC manager. If the dog's life or health is at risk, the

Specialist may take it to a veterinarian; the costs are borne by the Customer unless caused by the Provider's fault. The Customer states the veterinary clinic and the doctor's contact when placing the Order.

10.9. Liability. During the walk, HCC, through the Specialist walking the dog, is responsible for the dog. HCC is liable for harm caused to the Customer's dog through the Specialist's fault (negligence, breach of walking rules), in the amount of documented veterinary costs, and for harm caused by the dog to third parties during the walk, on general grounds. If the dog dies or is lost through the Specialist's fault, HCC compensates the damage in an amount of up to 250,000 (two hundred and fifty thousand) tenge. The provisions on inaccurate information from the Customer (clauses 3.4 and 8.3) remain in force.

10.10. Recalculation. Walks that did not take place through the Provider's fault are rescheduled or recalculated. If a walk did not take place through the Customer's fault (no access, the dog's illness, cancellation), no recalculation is made.

10.11. Photos and video. Photo reports are given only to the Customer; publication is only with the Customer's written consent.

11. Special terms: territory, snow, lawn

11.1. Territory and plot services include cleaning of the adjoining territory (with or without waste removal), snow removal and lawn mowing. The scope and price of each service are in the Catalog.

11.2. Lawn mowing (Almaty and Astana): 5,000 tenge per sotka (100 sq. m) for the first 10 sotkas; for area above 10 sotkas — 3,500 tenge for each sotka over 10. Example: a plot of 15 sotkas — 10 × 5,000 + 5 × 3,500 = 67,500 tenge. The price includes mowing grass of any height with a wheeled mower and a trimmer, bagging the grass and removing it; the visit is included in the price. The minimum order amount is 20,000 tenge.

11.3. Snow removal with a snow-clearing machine without hauling away (Almaty and Astana) — 6,000 tenge per sotka. Manual snow clearing at entrances, stairs and areas inaccessible to machinery is done in parallel with machine clearing and paid separately — 8,000 tenge per sotka. The minimum order amount with a visit is 20,000 tenge; the visit is included in the price. Treatment with de-icing agent — 2,000 tenge per sotka; the agent is paid separately.

11.4. Snow hauling is performed by a partner company engaged by HCC. The cost is calculated individually depending on the volume and place of hauling and agreed with the Customer before work begins. HCC is responsible to the Customer for the partner's work.

11.5. Cleaning of the adjoining territory (Almaty and Astana): without waste removal — 3,500 tenge per sotka, with waste removal — 5,000 tenge per sotka; the visit is included; the minimum order amount is 15,000 tenge. The service includes sweeping hard surfaces, collecting household waste, leaves and grass from the territory and lawns, and cleaning bins, paths and entrance areas. Not included: construction and bulky waste, tires, hazardous waste — these are priced separately.

11.6. Work timing depends on the weather and may shift in case of precipitation, ice and other unfavorable conditions. The services are seasonal: the Provider may decline Orders out of season (lawn mowing — in the warm period).

11.7. The Customer provides access, clears the territory of vehicles and foreign objects and warns of hidden obstacles (irrigation systems, cables, stones, curbs). The Provider is not liable for damage to hidden objects about which the Customer did not warn.

12. Special terms: household and engineering services

12.1. Household and engineering services include plumbing, electrical, carpentry and other work listed in the Catalog. For each service its page states the description, the minimum price, and what is and is not included in the price.

12.2. Following an inspection the Specialist may propose a change to the scope of work and the price. Work continues only with the Customer's consent.

12.3. If the Specialist discovers a fault in utilities (worn pipes, faulty wiring) that makes the work unsafe or impossible, the Specialist may suspend the work and recommend that the defect be remedied. The call-out fee is payable in this case.

12.4. Materials are paid for according to the list on the service page. If the Customer supplies the materials, the warranty covers installation, unless the Specialist warned that the materials were unsuitable.

12.5. The procedure for performing work by type of service (switching off water and electricity, access to the riser and the panel, photo recording, etc.) is described in HCC's regulations for all areas: plumbing, electrical work, carpentry and joinery, engineering systems, cleaning, concierge services, territory services. The regulations are binding on Specialists.

13. Personal data

13.1. By accepting the offer, the Customer consents to the collection and processing of personal data (full name, address, phone number, email, information about pets and access to the Property) for the purposes of concluding and performing the contract, contacting the Customer, settlements and improving service quality, in accordance with the Law of the Republic of Kazakhstan "On Personal Data and Their Protection" and the HCC Privacy Policy.

13.2. Data is passed to Specialists and partners only to the extent necessary to provide the Service. All personal data of Customers is stored in databases located in the territory of the Republic of Kazakhstan and is protected in accordance with the law.

13.3. Consent may be withdrawn by a written request to info@hcckz.com. The consequence of withdrawal is that the Services cannot be provided.

14. Term, amendments, disputes

14.1. The offer in the edition of 23.10.2026 takes effect from the moment of publication on the Site and remains in force until withdrawn by the Provider.

14.2. The Provider may change the offer and the Catalog. Changes take effect after the notice period expires. For Orders already accepted, the edition on the date of acceptance applies. For Subscriptions, changes take effect from the next paid period. The Provider notifies Customers of changes 7 (seven) days before they take effect, on the Site, in the personal account or by email.

14.3. Disputes are resolved by negotiation and the claims procedure (section 7). If agreement is not reached — in court in accordance with the legislation of the Republic of Kazakhstan. A consumer may apply to the court at his or her place of residence.

14.4. The governing law is the law of the Republic of Kazakhstan. The offer is published in Russian and Kazakh: on each page the text in Russian is on the left and the text in Kazakh is on the right. In case of discrepancy between the texts, the Russian version prevails.

14.5. Notices to the parties are sent by email, phone, in messengers or in the personal account.

14.6. The invalidity of any provision of the offer does not entail the invalidity of the others.

15. Provider's details

Field	Value
Name	House Concierge Company LLP
Business Identification Number (BIN)	251040034077
Registered address	Republic of Kazakhstan, Almaty, Kairat microdistrict, 153/47-68
Actual address	Republic of Kazakhstan, Almaty, Tole Bi St., 189/3, building

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IBAN	KZ58722S000051248942 (KZT)
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Director	Yuriy Dmitrievich Golubev