Payment Refund Policy

Edition of 23 October 2026.

1. General provisions

1.1. This Policy sets out the procedure for refunding money to clients of House Concierge Company LLP (hereinafter, HCC). The payee is HCC, therefore HCC makes the refund.

1.2. The Policy applies together with the Public Offer, the Card Payment Rules, the Civil Code of the Republic of Kazakhstan and the Law of the Republic of Kazakhstan No. 274-IV of 4 May 2010 "On Protection of Consumer Rights".

1.3. 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. Grounds for a refund

• cancellation of the order by the client before work begins;

• inability to provide the service through HCC's fault or for reasons attributable to HCC (no specialist available, force majeure, weather conditions);

• the service was provided incompletely or with inadequate quality and not remedied within the warranty period;

• an erroneous or duplicate payment;

• the unused part of a subscription (taking out the trash, dog walking) — in the cases stated in section 5.

3. One-off services

Situation	Refund
Cancellation or rescheduling 30 minutes or more before the Specialist's arrival (except emergency orders)	100%
Cancellation or rescheduling less than 30 minutes before the Specialist's arrival (the Specialist has already set off), or the Specialist arrived but work did not begin through the client's fault (no access, the client is not there, refusal)	refund less 5,000 ₸ (the Specialist's visit)
An emergency (urgent) order cancelled after the Specialist has set off	refund less the call-out fee of 5,000 ₸
Work begun and then stopped on the client's initiative	the part actually performed and the materials purchased are paid for, the rest is refunded
Service not provided through HCC's fault	100%
Materials ordered specially for the client and already purchased	not refunded if the material cannot be resold; in other cases refunded taking the delivery cost into account

4. Quality and warranty

A warranty of 6 months applies to household and engineering services, and of 1 day from completion of the service to cleaning and territory services (territory cleaning, snow removal, lawn mowing). No warranty applies to concierge services (taking out the trash, dog walking, "Home Keeper" errands): claims are accepted on acceptance or no later than the day after the service is provided. For defects within the warranty period, HCC remedies them free of charge by a repeat visit or repeat cleaning. If the defects are not remedied within a

reasonable time (up to 10 days) or cannot be remedied, the client may demand a refund of the payment for the defective part of the service. A claim is submitted within the warranty period of the relevant service.

5. Subscriptions

5.1. The subscription is paid in advance. On early termination the refund is made based on the actual time the service was provided.

5.2. **Monthly subscription** (taking out the trash, dog walking): the cost of the unused full days of the paid period after the termination date is refunded. No recalculation is made for days when the client was absent, did not hand over the trash, cancelled the walk or did not provide access. If HCC did not provide the service through its own fault, the cost of the missed days (monthly rate ÷ number of days in the month) is refunded or the walks are rescheduled at the client's choice.

5.3. **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; for subsequent months the money is refunded.

5.4. The client gives notice of termination in writing (info@hcckz.com or the personal account). The refund is made within the periods in section 7.

6. How to request a refund

1. Send a request to info@hcckz.com or contact the manager: full name, phone, date and amount of the payment, order number, reason and, for defects, photos.

2. HCC considers the request within 10 business days and communicates the decision.

3. If the decision is positive, the money is returned to the card from which the payment was made (for payment by QR code or invoice — to the details given by the client).

7. Refund periods

HCC makes the transfer to the card within 5 business days after the decision; crediting depends on the issuing bank and takes up to 10 business days. The bank's fee for the refund is borne by HCC.

8. Erroneous and duplicate payments

In the event of an erroneous or duplicate charge, write to info@hcckz.com. HCC checks the payment with the acquiring bank and returns the excess amount within 10 business days after confirmation.

9. Contacts

House Concierge Company LLP, BIN 251040034077

Registered address: Almaty, Kairat microdistrict, 153/47-68

Actual address: Almaty, Tole Bi St., 189/3, building 6

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