Concierge Service Agency Agreement (Public Offer)

Edition of 23 October 2026.

Almaty

House Concierge Company LLP, BIN 251040034077, represented by Director Yuriy Dmitrievich Golubev, acting on the basis of the Charter (hereinafter, the **Agent** or **HCC**), publishes this public offer to individuals and legal entities (hereinafter, the **Principal** or the **Client**) who accept its terms (hereinafter, the **Agreement**).

1. Subject of the agreement

1.1. The Agent undertakes, on the instruction of the Principal and for a fee, to perform in the name and at the expense of the Principal legal and other actions to select and place an order for goods or services of a third party (hereinafter, the **Supplier**), and the Principal undertakes to accept the result and pay the Agent's remuneration and the expenses connected with performing the instruction. The Agreement is governed by the chapter on the agency agreement of the Civil Code of the Republic of Kazakhstan.

1.2. A specific instruction (what to order, from which Supplier, for what amount, date and time, address, contacts) is agreed with an HCC concierge through the mobile app, the website, by phone or messenger and is confirmed by the Principal in writing or by a message in these channels (hereinafter, the **Instruction**). The estimate (the cost of the Supplier's goods or services and the Agent's fee) is stated in the Instruction.

1.3. The sale or service contract is concluded directly between the Principal and the Supplier. The rights and obligations under this transaction arise for the Principal. The Agent is not the seller, contractor or manufacturer of the Supplier's goods and services.

1.4. If the Instruction states that the Agent acts in its own name but at the expense of the Principal, the Agent acquires rights and obligations toward the Supplier but passes to the Principal everything received under the transaction, and the Principal accepts performance and reimburses expenses.

2. Obligations of the Agent

2.1. To select the Supplier and the offer in accordance with the Instruction and to inform the Principal of the essential terms (price, deadlines, the Supplier's cancellation and refund terms) before the order is placed.

2.2. To agree the estimate with the Principal and place the order only after its confirmation.

2.3. To act within the Instruction, in good faith and in the Principal's interests; to report material circumstances affecting performance and the impossibility of performing the Instruction.

2.4. To hand the Principal supporting documents (receipt, ticket, contract, certificate, order confirmation) and a report on performance of the Instruction on request or after performance.

2.5. To keep the Principal's information confidential and to process personal data in accordance with HCC's Privacy Policy and the Consent to Personal Data Processing. Data is passed to the Supplier only to the extent necessary for the order.

3. Obligations of the Principal

3.1. To provide accurate data necessary for the order (name, contacts, address, wishes, restrictions) and to confirm the Instruction.

3.2. To pay the cost of the order to the Supplier and the Agent's remuneration in the manner of section 4.

3.3. To accept the result of the order and inform the Agent of any remarks within a reasonable time, but no later than 24 hours after receiving the goods or service, unless the Supplier has established another period.

3.4. To comply independently with the Supplier's terms (rules of cancellation, refund, age and other restrictions) communicated to the Principal by the Agent.

4. Remuneration and settlements

4.1. The Agent's remuneration (a fee for arranging the order) is stated in the Instruction and in HCC's current rates on the website and in the mobile app. The remuneration is not included in the Supplier's price unless otherwise stated in the Instruction.

4.2. Settlements are non-cash. The Principal pays: (a) the cost of the goods or service to the Supplier directly on the Supplier's invoice; or (b) the cost through the Agent, if agreed in the Instruction — in which case the Agent transfers the money to the Supplier and does not use it for other purposes. Cash settlements are not used.

4.3. The remuneration is paid after performance of the Instruction (placing of the order), unless otherwise stated in the Instruction. Concierge service subscriptions are paid under the terms of the subscription.

4.4. The Agent's expenses necessary to perform the Instruction and agreed with the Principal (delivery, payment system commissions, etc.) are reimbursed by the Principal against supporting documents.

4.5. If the Agent receives a commission from the Supplier for an order, the Agent discloses this fact on the Principal's request; the commission does not increase the price for the Principal.

4.6. Refunds for cancelled and returned orders are made by the Supplier under its rules; the Agent helps to process the refund. The Agent's remuneration is returned if the Instruction was not performed through the Agent's fault; in other cases — less the expenses actually incurred.

5. Cancellation and amendment of the Instruction

5.1. The Principal may cancel or amend the Instruction before the order is placed free of charge. After the order is placed, cancellation and refund are carried out under the Supplier's rules communicated to the Principal.

5.2. The Agent may refuse to perform the Instruction if it is impossible to perform, if the Principal's data is inaccurate, if it violates the law or threatens the safety of employees, by notifying the Principal; the amounts paid are returned.

6. Liability

6.1. The Parties are liable in accordance with the legislation of the Republic of Kazakhstan.

6.2. The Agent is liable for proper performance of the Instruction (selection, placing the order, passing information and money). The Agent is not liable to the Principal for the quality, safety, deadlines and completeness of the Supplier's goods and services, except where the Agent did not exercise due care in selecting the Supplier or concealed material circumstances known to it.

6.3. The Principal submits claims on the quality of goods or services to the Supplier; at the Principal's request the Agent passes the claim to the Supplier within 2 business days and assists in its consideration.

6.4. The Agent's liability is limited to the Principal's actual damage confirmed by documents and does not exceed the amount of the Agent's remuneration under the Instruction, except in cases of intent, gross negligence and cases where the limitation is not permitted by law (including in relations with consumers).

6.5. A Principal who is an individual ordering goods and services for personal needs enjoys the rights established by the legislation of the Republic of Kazakhstan on consumer protection.

6.6. The Parties are released from liability for non-performance of obligations in the event of force majeure (extraordinary and unavoidable circumstances), having notified the other Party within 5 business days.

7. Personal data and confidentiality

7.1. The Principal consents to the collection and processing of his or her personal data by the Agent and to its transfer to the Supplier to the extent necessary to perform the Instruction. The processing procedure is defined by the Privacy Policy and the Consent to Personal Data Processing posted on the website.

7.2. The Agent does not pass data to third parties except the Supplier and cases provided by law.

8. Term of the agreement and termination

8.1. The Agreement is valid from acceptance until the Instruction is performed and settlements are completed. For subscribers — until the end of the subscription term.

8.2. The Principal may withdraw from the Agreement at any time by paying the Agent the expenses actually incurred and the remuneration for the performed part of the Instruction. The Agent may withdraw from the Agreement by giving the Principal 5 calendar days' notice, unless otherwise follows from clause 5.2.

9. Disputes and notices

9.1. Disputes are resolved by negotiation. A claim is considered within 10 business days. Failing agreement, the dispute is referred to the court of Almaty in accordance with the legislation of the Republic of Kazakhstan; the consumers' rights to choose jurisdiction established by law are preserved.

9.2. Notices are sent through the mobile app, to the e-mail and phone number specified by the Principal, and are considered received on the day of sending (during working hours) or on the next business day.

10. Acceptance and final provisions

10.1. Acceptance of the offer is the confirmation of the Instruction in the mobile app or on the website, a mark of consent to this Agreement, or payment of the Agent's fee. The Agreement is concluded in writing by acceptance (electronic confirmation).

10.2. The Agent may change the terms of the offer by publishing a new edition on the website; the changes do not apply to Instructions already accepted.

10.3. The Agreement is supplemented by HCC's Public Offer, the Payment Refund Policy, the Payment Rules, the Privacy Policy and the rates posted on the website https://hcckz.com. In case of conflict, this Agreement applies to orders with Suppliers.

11. Details of the Agent

Agent
House Concierge Company LLP, BIN 251040034077
Registered address: Almaty, Kairat microdistrict, 153/47-68; actual address: Almaty, Tole Bi St., 189/3, building 6
Account KZ58722S000051248942 (KZT), Kaspi Bank JSC, BIC CASPKZKA
Email: info@hcckz.com, website: https://hcckz.com, tel. +7 775 771 60 23
Director Y. D. Golubev

Appendix 1. Form of Instruction

Parameter	**Value**
Principal (name, phone, email)	
Supplier and offer	
What to order (description, quantity)	
Date, time, address	
Cost with the Supplier, ₸	
Agent's fee, ₸	
Method of paying the cost	☐ directly to the Supplier ☐ through the Agent

Supplier's cancellation and refund terms	
Principal's confirmation	☐ I confirm the Instruction and the terms of the Agreement