USER AGREEMENT AND PUBLIC OFFER

Tashkent April 1, 2025

1. General Provisions

1.1. This document constitutes a public offer (hereinafter referred to as the "Offer") in accordance with Articles 369–370 of the Civil Code of the Republic of Uzbekistan and sets forth the terms for using the website https://crc.uz (the "Website"), as well as the terms and conditions for the provision of vehicle rental services.

1.2. The Offer is addressed to an unlimited number of persons and applies to any User who accepts its terms by visiting the Website, placing a booking, making a payment, or otherwise using the Company's services in practice.

1.3. The Offeror under this Offer is:

Family Enterprise "BOBUR DIYOR"
Legal address: Republic of Uzbekistan, Tashkent, Mirabad District, 170A Saykhun Street
TIN: 304 719 294
Email: business@crc.uz
Phone: +998 99 910 03 00

1.4. Use of the Website and/or submission of a vehicle rental request signifies the User's full and unconditional acceptance of the terms of this Offer (acceptance).

2. Terms and Definitions

2.1. The following terms are used in this Offer:

Website – the online resource located at https://crc.uz, intended to provide information about the Company's services, process vehicle rental requests, and facilitate communication with Users.

Company / Offeror / Lessor – Family Enterprise "BOBUR DIYOR", which provides car rental services.

User / Lessee – any individual over the age of 18 who holds a valid driver's license and uses the Website to obtain information and/or arrange vehicle rental.

Services – rental of passenger vehicles on the terms set out in this Offer and the Rental Agreement.

Offer – this public agreement addressed to an unlimited number of individuals.

Acceptance – full and unconditional acceptance of the terms of this Offer by the User, expressed by submitting a request, making a payment, signing an act, or beginning actual use of the vehicle.

Rental Agreement / Rental Contract – an individual document (or digital form) concluded on the basis of this Offer, confirming the provision of services.

Security Deposit – an amount of money paid to the Lessor as a guarantee of fulfillment of obligations under the rental contract.

Personal Account – a personalized section of the Website available to the User after identification.

3. Subject of the Offer

3.1. This Offer defines the conditions under which the Company provides the User with car rental services (without a driver), for a fixed period and for a fee, according to the selected tariff and the rules published on the Website and in the Rental Agreement.

3.2. The rental services include:
– Provision of a technically sound vehicle;
– Preparation of necessary documentation;
– Delivery of the vehicle at the specified time and location;
– Other actions related to the execution of the rental obligations.

3.3. Services are provided exclusively within the territory of the Republic of Uzbekistan, subject to the User's compliance with all requirements specified in this Offer and related documents.

3.4. Booking and acceptance of the Offer are completed through:
– Submission of a rental request via the Website or other digital channels of the Company;
– Confirmation of the request and rental conditions;
– Prepayment or deposit, if required by the terms;
– Signing of a digital contract or handover certificate;
– Actual commencement of vehicle use.

3.5. This Offer constitutes a legally binding rental agreement for each confirmed booking and is supplemented by any individual conditions agreed upon during the reservation process.

4. Procedure for Booking and Rental Conditions

4.1. To book a vehicle, the User must complete the following steps:
– Select an available vehicle on the Website;
– Specify the rental period, pickup, and return locations;
– Provide accurate contact information;
– Confirm acceptance of the terms of this Offer and the Privacy Policy;
– Make a prepayment or security deposit (if required);
– Await booking confirmation from the Company.

4.2. A booking is considered confirmed once:
– A confirmation message is received from the Company (via phone, email, personal account, or messenger);
– Or an automatic notification is sent regarding the booking status.

4.3. Rental services are only available to individuals who meet the following criteria:
– At least 18 years of age;
– Possession of a valid category “B” driver’s license;
– No restrictions on operating motor vehicles.

4.4. The vehicle is handed over to the User upon:
– Signing of the handover certificate;
– Presentation of the original driver's license and passport;
– Payment of the required security deposit (if applicable).

4.5. In the event of cancellation initiated by the User:
– If booked in advance, the deposit may be retained as compensation (see rental agreement

terms);
– A refund may be issued, minus actual expenses incurred.

4.6. If the vehicle is returned late:
– Additional rental charges apply for each hour or day of delay;
– The Company reserves the right to demand return of the vehicle and compensation for any damage.

5. Rights and Obligations of the Parties

5.1. Obligations of the User (Lessee)

5.1.1. Provide accurate information when submitting a rental request.
5.1.2. Use the rented vehicle only for personal (non-commercial) purposes and within the territory of the Republic of Uzbekistan.
5.1.3. Comply with traffic regulations and vehicle usage conditions, including speed limits, maintenance rules, and technical requirements.
5.1.4. Do not allow third parties to drive the vehicle without written consent from the Company.
5.1.5. Do not sublease, alter, or equip the vehicle with additional devices without prior written permission from the Company.
5.1.6. Return the vehicle on time, clean and in good condition.
5.1.7. Compensate for damage, loss, or theft of the vehicle if not covered by insurance.
5.1.8. Pay all traffic fines incurred during the rental period.
5.1.9. In the event of an accident or insurance incident, promptly notify the Company and follow its instructions.

5.2. Rights of the User

5.2.1. Receive a technically sound vehicle, matching the specifications agreed upon during booking.
5.2.2. Request a replacement vehicle in case of serious technical malfunctions.
5.2.3. Receive guidance and operational instructions.
5.2.4. Return the vehicle early and request a partial refund (as per the terms of the rental agreement).

5.3. Obligations of the Company (Lessor)

5.3.1. Provide the User with a functional, refueled vehicle that has passed technical inspection.
5.3.2. Supply all documents required for lawful operation.
5.3.3. Replace a faulty vehicle within a reasonable period, if necessary.
5.3.4. Return the security deposit after the User fulfills all obligations, minus any applicable deductions.

5.4. Rights of the Company

5.4.1. Refuse to rent in case of false information or other circumstances that raise concerns about the User’s reliability.
5.4.2. Deduct fines, debts, or other liabilities from the security deposit.
5.4.3. Demand early return of the vehicle in case of rental violations.
5.4.4. Seek compensation through legal action if damage is caused by the User.

6. Rental Fees and Payment Terms

6.1. Vehicle rental services are provided for a fee. Rental rates are:
– Set according to the tariffs published on the Website;
– Or individually agreed upon during the booking process.

6.2. Rental payments may be made via:
– Online payment systems integrated with the Website;
– Cash upon vehicle handover;
– Bank transfer to the Company's account.

6.3. All payments are made in the national currency — Uzbek soums (UZS).

6.4. A security deposit and/or prepayment may be required when booking. The deposit amount is specified during booking and confirmed in the rental agreement.

6.5. If the User returns the vehicle earlier than agreed:
– A partial refund may be calculated by mutual agreement;
– If the rental agreement permits, 50% of the unused days may be refunded.

6.6. If the daily mileage limit (typically 300 km/day unless otherwise specified) is exceeded, an extra fee of 3,000 UZS per kilometer will be charged.

6.7. If the vehicle is returned more than 3 hours late:
– A full day's rental fee will be charged;
– If the User fails to notify the Company, a penalty of 10% of the daily rate may be applied for each hour of delay.

6.8. In the event of rental term violations (including late payment), the Company has the right to:
– Charge a late fee of 0.5% of the outstanding amount per day;
– Deduct the relevant amount from the deposit;
– Take legal action to recover the debt if necessary.

6.9. The security deposit will be refunded within 5 (five) business days after the vehicle is returned and all obligations are fulfilled by the User.

6.10. Payment for the services by the User constitutes agreement to the terms of this Offer and the individual terms outlined in the rental agreement.

7. Insurance and Liability for Damages

7.1. All Company vehicles are insured in accordance with the laws of the Republic of Uzbekistan:
– **OSAGO** – Compulsory Third-Party Liability Insurance;
– **KASKO** – Optional comprehensive insurance (if applicable to the specific vehicle).

7.2. In the event of a traffic accident, damage, theft, or other insured events, the User is obligated to:
– Immediately notify the Company;
– Call the traffic police;
– Obtain official documentation confirming the incident (e.g., protocol, police report);
– Submit the required documents to the Company for insurance processing.

7.3. The Company is not liable for damages resulting from the following non-insured events, for which the insurance company may deny coverage:
– Driving under the influence of alcohol or drugs;
– Allowing unauthorized third parties to drive the vehicle;
– Participation in races, competitions, or driving instruction;
– Serious traffic violations (e.g., running red lights, driving into oncoming traffic);
– Damage caused by the User's deliberate or grossly negligent actions;
– Use of the vehicle outside Uzbekistan;
– Leaving original documents or keys inside the vehicle;
– Damage to the interior, tires, or rims without corresponding body damage.

7.4. If the damage is not covered by insurance, or the insurer denies the claim due to the User's fault, the User must:
– Fully compensate the direct damage;
– Reimburse lost profits (vehicle downtime);
– Pay for any damaged or lost items listed in the handover certificate.

7.5. In the event of total vehicle loss due to the User's fault and without insurance coverage:
– The User must pay the Company the full market value of the vehicle as specified in the rental agreement;
– Or provide a comparable replacement vehicle, subject to the Company's approval.

7.6. If the vehicle is damaged due to third-party actions, the User must:
– Report the incident to law enforcement;
– Present the vehicle for inspection;
– Submit all required documents to the Company for filing an insurance claim.

7.7. If the vehicle is used unlawfully (e.g., for illegal activity), the Company reserves the right to:
– Demand full compensation for damages;
– Retain the entire deposit;
– Contact law enforcement authorities if a violation is suspected.

8. Restrictions and Prohibitions

8.1. The User agrees to comply with the following restrictions when using the rented vehicle. It is strictly prohibited to:

8.1.1. Transfer the vehicle to third parties for use or operation without the Company's written consent.

8.1.2. Use the vehicle for:
– Participating in races, rallies, or competitions;
– Driving instruction or training;
– Towing other vehicles or trailers;
– Transporting hazardous, heavy, or prohibited cargo;
– Committing crimes or administrative offenses.

8.1.3. Operate the vehicle while under the influence of alcohol, drugs, or other intoxicating substances.

8.1.4. Drive the vehicle outside the Republic of Uzbekistan without official permission from the Company.

8.1.5. Modify the vehicle's structure, install/remove equipment, or apply any markings/advertising without the Company's consent.

8.1.6. Exceed mileage limits (if applicable), or ignore technical warnings or malfunctions.

8.1.7. Leave original documents, keys, or valuables unattended inside the vehicle.

8.1.8. Smoke inside the vehicle. Violation of this rule results in a mandatory fine of 500,000 UZS.

8.1.9. Use the vehicle off-road or in extreme weather conditions (e.g., severe ice, flooding) if the vehicle is not designed for such use.

8.2. In case of violation of the above restrictions, the Company has the right to:
– Unilaterally terminate the rental agreement;
– Retain the full amount of the deposit;
– Seek compensation for any damages;
– Report the User to law enforcement authorities if illegal activity is suspected.

9. Liability of the Parties

9.1. User's Liability

9.1.1. The User bears full financial responsibility for:
– Loss or damage to the vehicle (in cases not covered by insurance);
– Late return of the vehicle;
– Exceeding the mileage limit specified in the rental plan;
– Damage to the vehicle's interior and exterior;
– Loss of keys, documents, or license plates;
– Traffic fines incurred during the rental period.

9.1.2. Additional charges apply for late returns, as specified in Section 6.

9.1.3. If the vehicle is returned dirty (inside or outside), a cleaning fee of 100,000 to 200,000 UZS may be charged.

9.1.4. In case of damage to the vehicle caused by the User and not covered by insurance, the Company may:
– Deduct the repair cost from the deposit;
– Issue an invoice for any additional payment required.

9.1.5. If the vehicle is lost or completely destroyed (e.g., due to theft or an uninsured accident), the User must reimburse the full market value of the vehicle.

9.1.6. In cases of gross or intentional breach of rental terms (e.g., driving under the influence, unauthorized transfer, leaving the country), the Company may:
– Terminate the rental early;
– Retain the full deposit;
– File a claim for damages.

9.2. Company's Liability

9.2.1. The Company is responsible for:
– The technical condition of the vehicle provided;
– Timely delivery of the vehicle to the User;
– Addressing malfunctions not caused by the User.

9.2.2. The Company is not liable for:
– Actions of third parties (e.g., insurers, payment systems, contractors);
– Delays in vehicle delivery due to external circumstances (e.g., traffic, weather);
– Loss or damage of personal items left in the vehicle.

9.3. Limitation of Liability

9.3.1. The Parties agree that the Company is not liable for any indirect, incidental, unforeseen, or punitive damages incurred by the User in connection with the use or unavailability of the vehicle.

10. Force Majeure

10.1. The Parties shall be released from liability for partial or full failure to fulfill their obligations under this Offer if such failure is caused by force majeure circumstances that arose after the conclusion of the agreement and were beyond the Parties' control.

10.2. Force majeure circumstances include, but are not limited to:
– Natural disasters (earthquakes, floods, hurricanes, etc.);
– Military actions, mobilization, blockades;
– Terrorist acts, riots, or mass disturbances;
– Epidemics, pandemics, quarantine restrictions;
– Actions or inaction of government bodies or international organizations;
– Severe technical disruptions in infrastructure (communications, transport, fuel, etc.).

10.3. The Party affected by force majeure must notify the other Party within three (3) calendar days of the occurrence. The notice must be provided in written or electronic form and, if available, include supporting documents.

10.4. The duration of force majeure extends the timeframe for fulfilling obligations for the entire period of its effect. If such circumstances persist for more than thirty (30) consecutive calendar days, either Party may initiate termination of the agreement without any liability to compensate the other Party.

11. Amendment of Terms and Termination

11.1. Amendment of Offer Terms

11.1.1. The Company reserves the right to amend the terms of this Offer at any time, including rental rates, payment procedures, and liability rules.

11.1.2. The updated version of the Offer is published on the Website and takes effect from the moment it is posted, unless otherwise stated.

11.1.3. Continued use of the Website and/or new rental arrangements after such amendments come into effect shall constitute the User's acceptance of the updated terms.

11.1.4. The User is responsible for regularly reviewing the current terms of the Offer on the Website.

11.2. Termination of the Rental Agreement

11.2.1. A rental agreement based on this Offer may be terminated:
– By mutual agreement of the Parties at any time;
– At the User's initiative — with early return of the vehicle and notification to the Company at least 12 hours in advance;
– At the Company's initiative — in case of violations committed by the User (see Sections 5, 8, 9).

11.2.2. If the agreement is terminated early due to the User's fault, the Company has the right to:
– Retain the full amount of the security deposit;
– Recover incurred damages (including penalties for vehicle downtime).

11.2.3. If the agreement is terminated early at the Company's initiative without any fault on the part of the User, the User is entitled to a refund of the remaining rental amount, minus the value of services actually provided.

12. Dispute Resolution and Governing Law

12.1. All disputes and disagreements arising between the Parties in connection with the execution of this Offer shall be resolved through negotiations and formal correspondence (including email).

12.2. If a dispute cannot be resolved out of court, it shall be submitted to the competent court in accordance with the laws of the Republic of Uzbekistan.

12.3. Jurisdiction for all disputes arising from this Offer shall be determined based on the location of the Company's registration (Tashkent, Republic of Uzbekistan), unless otherwise provided by applicable law.

12.4. The relationship between the Company and the User shall be governed by the substantive law of the Republic of Uzbekistan.

13. Final Provisions

13.1. This Offer is an official proposal from the Company and has the legal status of a contract. It enters into force from the moment it is published on the Website.

13.2. The User's acceptance of this Offer in any permitted form (submitting a request, making payment, signing a handover certificate, or actually using the vehicle) constitutes full and unconditional agreement to the terms of the Offer.

13.3. If the User does not agree with any provision of this Offer, they must refrain from making a booking or using the Company's services.

13.4. If any provision of this Offer is found to be invalid or unenforceable, it shall not affect the validity of the remaining provisions.

13.5. This version of the Offer is effective as of April 1, 2025, and remains valid until it is replaced or revoked by the Company.