

USER AGREEMENT

for the digital platform "FLEXOBO"

Tashkent

01.01.2026

1. General Provisions

1.1. This User Agreement (hereinafter — the Agreement) regulates the procedure and conditions for using the digital platform "FLEXOBO".

1.2. The FLEXOBO Platform includes a mobile application, an official website, and the Telegram bot @FLEXOBO_bot.

1.3. This Agreement is mandatory for all Users of the Platform and applies to all access channels without exception.

1.4. The Agreement is an integral part of the FLEXOBO Public Offer.

1.5. In the event of contradictions between the Offer and this Agreement, the provisions of the Offer shall apply.

1.6. Use of the Platform, including registration, placing orders, or other actions, constitutes full and unconditional acceptance of the terms of this Agreement.

1.7. Use of the Platform, including registration, logging into the Personal Account, placing or accepting orders, constitutes full and unconditional consent of the User to the terms of this Agreement.

2. User

2.1. A User of the Platform may be a legally capable natural person, an individual entrepreneur, or a legal entity.

2.2. The User undertakes to provide accurate, current, and complete information.

2.3. The Operator has the right to request documents and information for User verification.

2.4. The User independently determines their role on the Platform (Customer and/or Carrier).

2.5. The User guarantees that they possess all rights and powers necessary for using the Platform and entering into agreements with other Users.

2.6. The Operator has the right to deny access to the Platform or restrict the User's functionality upon detection of violations of this Agreement or the Offer.

3. Access to the Personal Account

3.1. Access to the Platform's functionality is provided to the User through the Personal Account after completing and accepting registration.

3.2. The User is obligated to ensure the confidentiality of their credentials and bears responsibility for all actions performed using the Personal Account and during its registration (creation).

3.3. All actions performed through the User's Personal Account are deemed to have been performed by the User themselves and entail corresponding legal consequences.

3.4. The User undertakes to immediately notify the Operator of unauthorized access or loss of credentials.

4. User Information and Materials

4.1. The User has the right to post on the Platform information necessary for using the Platform's services, including, but not limited to: order information, cargo descriptions, transportation routes, messages, reviews, comments, images, documents, and other materials.

4.2. The User independently and in full bears responsibility for any User material posted by them, including its content, accuracy, relevance, legality, and compliance with the requirements of the legislation of the Republic of Uzbekistan.

4.3. The User guarantees that the posted User material: does not violate the rights and legitimate interests of third parties, including intellectual property rights, the right to one's image, the right to privacy, and personal data; does not contain inaccurate, misleading, or knowingly false information; does not violate the requirements of applicable legislation, this Agreement, the Public Offer, and other mandatory documents of the Platform.

4.4. By posting information and User materials on the Platform, the User grants the Operator a non-exclusive, gratuitous, worldwide right to use such material exclusively for the purposes of ensuring the functioning of the Platform, including its storage, reproduction, display, processing, transfer, and technical copying, without the right to transfer to third parties, except in cases provided by law or necessary for the Platform's operation.

4.5. The User confirms that they possess all necessary rights and consents for posting User information and materials, including consents of third parties and personal data subjects if such information contains their personal data.

4.6. The Operator does not carry out preliminary review of User information and materials and is not obligated to monitor their compliance with legislation or the

terms of this Agreement.

4.7. The Operator has the right, at its discretion, without prior notification and without explanation, to delete, restrict access to, or block User information in the event of: violations of this Agreement or the Public Offer; receipt of substantiated complaints from other Users or third parties; requirements of authorized state bodies; detection of risk of harm to the Operator, Users, or third parties.

4.8. Deletion or restriction of access to User materials does not constitute an admission of the Operator's liability and does not entail any obligation on the part of the Operator to compensate the User for damages.

4.9. The User undertakes to independently and at their own expense settle any claims of third parties related to User information posted by them and to indemnify the Operator for losses incurred in connection with such claims.

5. Rules for Using the Platform

5.1. The User undertakes to use the Platform in good faith, exclusively for lawful purposes and in accordance with the terms of the Public Offer and this Agreement.

5.2. The User is prohibited from: placing fictitious, duplicate, or knowingly unfulfillable orders; using the Platform for fraud, manipulation of ratings, or deceiving other Users; taking actions aimed at circumventing the Operator's commission; transferring access to the account to third parties; interfering with the operation of the Platform's software; using automated means (bots, scripts) without the Operator's permission.

5.3. The User bears full responsibility for all actions performed using their account.

6. Reputation System, Ratings, and User Feedback

6.1. In order to increase transparency of interaction between Users, build business reputation, and improve the quality of services on the FLEXOBO Platform, a reputation system may be applied, including ratings, evaluations, reviews, comments, and other indicators.

6.2. The reputation system is formed based on a combination of factors, including, but not limited to: User actions on the Platform; results of order fulfillment; ratings and reviews of other Users; automated data processing by the Platform.

6.3. The User agrees and confirms that ratings, evaluations, and other reputation indicators may be formed automatically, including using Platform algorithms, and reflect a subjective assessment of User interaction.

6.4. The User acknowledges and accepts that reputation indicators are informational in nature, do not constitute a guarantee of good faith, quality of services, or

financial reliability of the User, and do not create any obligations for the Operator.

6.5. The User undertakes to post reviews, evaluations, and comments in good faith, correctly, and truthfully, refraining from: posting knowingly false, misleading, or defamatory information; using offensive expressions; publishing personal data of third parties without their consent; manipulating ratings or artificially influencing reputation indicators.

6.6. The Operator is not obligated to conduct a preliminary review of reviews and evaluations posted by Users and is not liable for their content.

6.7. The Operator has the right, at its discretion, without prior notification and without explanation, to adjust, hide, or delete reviews, evaluations, and other elements of the Reputation System in the event of:

6.7.1. violations of this Agreement, the Public Offer, or Platform rules;

6.7.2. receipt of substantiated complaints from Users or third parties;

6.7.3. detection of signs of abuse, manipulation, or bad faith conduct;

6.7.4. fulfillment of requirements of authorized state bodies.

6.8. Deletion, adjustment, or modification of reputation indicators does not constitute an admission of the Operator's liability and does not entail an obligation on the part of the Operator to restore such indicators or compensate the User for any losses.

6.9. The User agrees that the Reputation System is part of the Platform's functionality, and its use cannot be considered as a basis for making claims against the Operator related to business reputation, lost profits, or other indirect losses.

7. Moderation, Sanctions, and Blocking

7.1. In order to ensure the security and stable operation of the Platform, the Operator applies moderation measures and sanctions.

7.2. Enforcement measures include: warning to the User; temporary restriction of functionality; rating downgrade; temporary blocking of the account; permanent blocking of the account.

7.3. Grounds for the application of sanctions include, among others: posting fictitious, knowingly unfulfillable, or misleading orders; circumvention or attempted circumvention of the Operator's commission; provision of inaccurate information; violation of the Public Offer, this Agreement, or Order Rules; complaints from other Users confirmed by review; suspicion of fraudulent actions.

7.4. Sanctions may be applied automatically (including by Platform algorithms) or by decision of the Operator.

7.5. The Operator has the right to apply sanctions without prior notification to the User.

7.6. The User agrees that the blocking of their account does not constitute a violation of their rights if there are grounds provided by this Agreement.

8. Intellectual Property

8.1. All objects used on the Platform, including software code, design, interfaces, texts, and other materials, are objects of intellectual property of the Operator and other rights holders.

8.2. Use of the Platform does not entail the transfer to the User of any exclusive rights.

9. Termination of Platform Use and Termination of the Agreement

9.1. The User has the right at any time to cease using the FLEXOBO Platform, including by ceasing to log into the Personal Account, deleting the mobile application, or sending the Operator a request to delete the account.

9.2. Termination of Platform use at the User's initiative does not release the User from the fulfillment of obligations that arose prior to the termination of use, including obligations to pay for the Operator's services and obligations to other Users.

9.3. Deletion of the User's account or termination of access to the Platform does not automatically result in the termination of transportation contracts or other agreements concluded by the User with other Users.

9.4. The Operator has the right to unilaterally, without prior notification, temporarily or permanently restrict the User's access to the Platform, Personal Account, or individual functionality in the event of:

9.4.1. violation by the User of the terms of this Agreement, the Public Offer, or other mandatory Platform documents;

9.4.2. detection of inaccurate information provided by the User;

9.4.3. receipt of complaints from other Users or third parties;

9.4.4. suspicion of fraudulent, bad faith, or unlawful actions;

9.4.5. requirements of authorized state bodies.

9.5. The Operator has the right to delete or block the User's account in the event of systematic or significant violations of the Platform's terms.

9.6. Termination of the User's access to the Platform at the Operator's initiative does not constitute a violation of the User's rights and does not entail an obligation on the part of the Operator to compensate for losses or refund funds.

9.7. The Operator has the right to retain and process information about the User in the scope and for the periods provided by the legislation of the Republic of Uzbekistan and the Privacy Policy, including information necessary for dispute resolution and compliance with lawful requirements of state bodies.

10. Final Provisions

10.1. This Agreement is governed by and construed in accordance with the legislation of the Republic of Uzbekistan.

10.2. All disputes and disagreements arising from this Agreement or in connection with the use of the Platform shall be resolved through negotiations, and if agreement is not reached — by judicial bodies of the Republic of Uzbekistan at the location of the Operator.

10.3. The Operator has the right to unilaterally amend the terms of this Agreement by posting a new version of the Agreement on the Platform. The new version takes effect from the moment of its publication, unless otherwise specified by the Operator.

10.4. Continued use of the Platform after the new version of the Agreement takes effect constitutes the User's consent to such changes.

9.5. If any provision of this Agreement is found to be invalid or unenforceable, this does not affect the validity of the remaining provisions of the Agreement.

9.6. This Agreement is effective indefinitely and applies to all Users from the moment of its acceptance.