Terms for purchasing a subscription to the Frame service

1. For the purposes of these Terms, the following terms shall have the following meanings.

1.1 Administrator – Frame Hardware Limited Liability Company, which administers Subscriptions to the Service and which owns the right to use all relevant property rights to the Service.

1.2 Comments – information posted by the User on the Service, including: links to other sites, movie reviews, photos (images) and other files and texts.

1.3. Personal Account - the User's balance on the Service and/or points that the User can use to pay for certain functions or services on the Service.

1.4. User – a person who has completed the registration (account creation) and/or authorization procedure on the Service. Any person accessing and using the Service automatically confirms that he/she is in full compliance with the provisions of these Terms and that the requirements set out in these Terms and the Frame Service User Agreement apply to him/her.

1.5 Promocode – a certain sequence of signs and symbols expressed in electronic form. A Promocode entitles its bearer to receive a one-time discount on the Subscription for an amount equivalent to the Promocode's nominal value or other benefits.

1.6 The Service is an Internet resource located on the Internet at <https://frame.uz/en> . The Service, depending on the context, also means the design (graphic design) of the resource, access to the resource via Frame program for mobile applications and/or Frame program for devices supporting Smart-TV technology.

1.7. User account - a special subsection of the Service designated as “Account”, where information about the User is located, through which the User can manage his/her Subscriptions.

1.8 Any terms and concepts used in the Terms and not reflected in this section will be interpreted in accordance with the meaning derived from the text of the Terms. In the event of any disagreement regarding the interpretation of a term and/or concept used in the Terms, the interpretation determined by the Administrator will apply.

2. Subject and general provisions.

2.1 These Terms for purchasing a subscription to the Frame service (Terms) establish the rules and procedure for the Administrator to provide free or paid services to provide technical access to viewing Content to the User. The use of the Subscription by the User is made in accordance with the provisions of the Terms. The User undertakes to familiarize himself with the content of the Terms and independently monitor their changes.

In this case, the use of the Service by the User is allowed only in accordance with the User Agreement of the Frame service and only in the ways provided by the technical capabilities of the Service. The User undertakes to familiarize himself with the terms of the Agreement and independently monitor their changes.

2.2 Acceptance of the Terms shall be deemed to be the purchase and/or activation of the Subscription. Acceptance of the Terms may also be deemed to be the selection of an item (with a check mark) and/or clicking the “Next” or “Continue” button in the Service interface when the User accesses the Service.

Acceptance of the Terms means that the User fully, unequivocally and unconditionally accedes to the Terms as a whole without any exceptions or limitations, confirms that he/she has read and agrees with all the provisions set forth in the Terms.

Acceptance of the Terms by the User also means that the User accepts and agrees to all terms and conditions of the Frame Service User Agreement, the Frame Privacy Policy and, where applicable, the Frame Mobile License Agreement and/or the Frame Smart-TV License Agreement.

2.3 The Service provides the possibility of remote access to TV channels and audiovisual works in order to show them on appropriate conditions to Users located in the territory of the Republic of Uzbekistan in the streaming mode to the User's devices if there is an Internet connection, as well as provides the possibility of access to photo images, descriptions of works, etc. (including the concept of audiovisual works - Content).

2.4 By using the Service, the User in accordance with Part 1 of Article 30 of the Law of the Republic of Uzbekistan “On Advertising” gives his/her consent to receive messages of advertising and informational nature by any means not prohibited by the legislation of the Republic of Uzbekistan. The User has the right to refuse to receive messages by disabling the function of receiving push notifications in the settings of devices, or by sending a letter to the e-mail address of the Administrator.

2.5. Registration and authorization on the Service is carried out in accordance with the Frame Service User Agreement.

3. Purchase a Subscription to access the Content.

3.1 In order to access the Content within the Service, the User must purchase a subscription for a fee, which implies remote access to the Content for a limited period of time (Subscription).

3.2 The Subscription is connected after the User has paid and the fact of payment for the Subscription is reflected, unless otherwise specified in the Service. The available methods and costs of purchasing a Subscription, as well as the procedure for making purchases, are specified when initiating the process of purchasing a Subscription. The cost of paid services includes value added tax (VAT) in the amount established by the legislation of the Republic of Uzbekistan at the time of payment (if applicable).

3.3 Payment for the Subscription is made on the territory of the Republic of Uzbekistan in the currency Uzbek Soum by non-cash payment and through the payment systems of third parties that support integration with the Service and settlement participants, and provide authorization of the User's payment without transferring banking information to the Administrator. The procedure for using the services of such third parties is governed by the rules of third parties. The Administrator is not responsible for the use of such third party services by the User and does not guarantee the correctness and safety of such third party services.

3.4 The Administrator does not have access to the bank card data specified by the User and is not responsible for the safety and confidentiality of transmitted data when making cashless payment. Cashless payment is carried out with the participation of an authorized payment acceptance operator, electronic money operator or other settlement participant and is governed by the rules of the relevant payment systems, banks and other settlement participants.

3.5 The User understands and agrees that when paying for the Subscription, additional commissions may be charged by third parties that ensure the User's payments in favor of the Administrator. The amount of the commission, as well as the terms of transfer of funds for each method of payment are specified in the interface of the relevant payment system. The Administrator is not responsible for such actions of third parties.

3.6 The User undertakes to use for payment of the Subscription only the bank card, the owner of which is the User. If the User uses the bank card of a third party to pay for the Subscription, the User shall be solely responsible for the damage that was/can be caused to such person.

3.7 The User is notified and agrees that the start of paid services is calculated from the moment the User pays the cost of the service/first payment and reflects the fact of payment in the electronic payment accounting system of the Administrator. Administrator's services consist in providing the User with a technical possibility to get access to viewing the Content. At the moment of provision of such technical possibility (opening of access to viewing) the services are considered to be rendered by the Administrator, regardless of the fact of use or non-use of the Subscription by the User during its validity period.

3.8 Payment for the Subscription cannot be made in installments, using several payment methods at once.

3.9 The Administrator has the right to include one or more mandatory publicly available TV channels in the Subscription. If there is a mandatory publicly available TV channel(s) in the Subscription, access to such TV channel(s) is free of charge. At the same time, access to the TV Channels Subscription, which includes compulsory publicly available TV channel(s), is paid (unless otherwise expressly established by the Administrator) and does not include the cost of watching such compulsory publicly available TV channel(s).

3.10. The User authorizes the Administrator to charge a set fee for the Subscription each billing period (equal to the initial term of the Subscription) on the terms of automatic renewal of the Subscription. This allows the Subscription to be automatically renewed for the next period equal to the period of validity of the connected Subscription by automatic debiting of funds from the User's bank card in the amount equal to the Subscription price at the time of such renewal.

The standard billing period of the Subscription is 30 days. The Administrator has the right to provide the User with an opportunity to purchase a Subscription with a longer billing period (for example, 90, 180, 360 days) at standard or special prices.

Under the terms of Subscription auto-renewal, funds may be debited from the User's bank card not later than 30 (thirty) calendar days from the date of termination of the previously paid Subscription. In this case, the Subscription shall be connected to the User at the moment of actual debiting of funds from the User's bank card.

3.11. If there are no funds on the User's bank card at the moment of automatic debit, the attempt of automatic debit is repeated within 30 days from the date of the first attempt to the moment of successful debit. The User is obliged to monitor the payment terms in a timely manner.

If a new billing period of any Subscription is not paid in full, the access to the Subscription shall be disabled on the day following the end of the paid period.

3.12. The User's consent to activation of the Subscription on auto-renewal terms is expressed by purchasing the Subscription. When the User subscribes to the Subscription using a discount, grace period, and/or when the Administrator conducts a promotional campaign on the Service in respect of Subscriptions, if technically possible, the Subscription auto-renewal is also automatically activated. Payment may be made without the User's participation on a permanent basis by automatic debiting of funds at the end of the Subscription validity period, including the Subscription made with the use of a discount, grace period, and/or when the Administrator conducts a promotional campaign.

3.13. The User has the right to cancel the auto-renewal of the Subscription at any time. To cancel the auto-renewal of the Subscription, the User must independently take actions to disable auto-renewal in their Account on the Service at least 24 (twenty-four) hours before the expiration of the current Subscription period. In this case the Subscription is provided to the User until the end of the current paid Subscription period.

4. Trial period

4.1 The Administrator has the right to conduct marketing campaigns and provide the Subscription at a reduced cost or on the terms of the Trial Period. The Administrator independently determines the terms and conditions of such promotions.

4.2 The Trial Period is a marketing campaign of the Administrator, which is held to promote Subscriptions among consumers and to encourage Users to purchase Subscriptions. Within the Trial Period, a new User may be provided with Subscriptions for a limited period of time without charge. During this period, the User may familiarize himself/herself with the functionality of the Subscriptions.

The term of the Trial Period for each offer is determined at the discretion of the Administrator. This period is specified in the rules/materials of the promotion and/or on the Service

4.3 The Trial Period may be provided to Users in various ways, including, but not limited to:

4.3.1. through direct connection of the Trial Period by the User on the Service;

4.3.2. through a Promocode. The terms of use of the Promocodes with the help of which the Trial Period can be granted are stipulated in the relevant rules of use of Promocodes and/or the rules of the relevant promotion.

4.4 In advertisements and promotions, the Trial Period may be referred to as “Subscription free of charge”, “Subscription as a gift”, etc. The use of such wording implies the use of Subscriptions on the terms of the Trial Period.

4.5 To activate the Trial period, the User must specify the payment details of a valid bank card belonging to the User, which has been pre-checked and meets the requirements for making payments (link the card). After the end of the Trial period, the User is automatically connected to the corresponding Subscription for a fee. The bank card, which the User has linked via the Account, is charged for the estimated period of Subscription use.

4.6 If the User disables the automatic renewal of the respective Subscription while the Trial Period is active:

4.6.1. access under the Trial Period may be terminated immediately upon disabling automatic renewal and the Subscription becomes unavailable without charge;

4.6.2. a shortened Trial Period may apply.

5. Use of Subscription.

5.1 Access to the Content under the Subscription via the Service is made in accordance with the provisions of the Frame Service User Agreement.

5.2 The User is entitled to use access to the Content after activating the Subscription and only during its validity period. The start of the validity period of a connected Subscription is determined by the exact time (minutes, hours, date, month, year) of connection of the relevant Subscription. After the expiration date, access to the Content will be terminated.

5.3 By being able to view the selected Content, the User guarantees that he/she corresponds to the age category specified in the description of the Content unit. The User who has not reached the age corresponding to the age category specified in the description of the Content unit undertakes to refrain from viewing such Content. The User, who has reached the age of 18, guarantees that access to the Service of minors is under his control, subject to the restrictions established by the current legislation of the Republic of Uzbekistan. Otherwise, responsibility for violations of the terms of this paragraph of the Terms by the User who has not reached the required age shall be imposed on parents, adoptive parents, guardians, custodians or other legal representatives in accordance with the current legislation of the Republic of Uzbekistan.

A minor using the Service within the framework of the “Children's Profile” may access Content exclusively corresponding to the age limitation.

5.4 In conjunction with the Subscription to the Service, the Administrator may realize a subscription to another service for a single cost.

Connection of a subscription to another service is the User's acceptance of the rules of use of the respective services. When purchasing and using a subscription to another service, in addition to these Terms, the User agrees to comply with the requirements and obligations set out in the agreements with the services.

Payment in such case shall be charged under the terms and conditions applicable to payment for the Subscription.

6. Procedure for using Promocodes.

6.1 To activate a Promocode, the User must be registered and authorized on the Service. The Promocode can be activated only on the Service.

6.2 The Promocode can be used only in accordance with its intended purpose, other services are not rendered by the Promocode. The Promocode cannot be exchanged for cash or refunded.

6.3 The User acknowledges that the Administrator has the right to remove from the assortment and/or change (including during the period of validity of the Promocode) any Content without notice to the User. The User agrees that in the event of such removal or modification, the User shall have no claims against the Administrator.

6.4 If at the nominal value of the Promocode there is a difference between the value of the selected Subscription valid at the time of activation of the Promocode and the discount on the applied Promocode, the User is obliged to pay such difference. Discount means the amount of payment currency by which the initial cost of the Subscription is reduced when the Promocode is applied.

6.5 The Promocode is bearer - it is not blocked or restored in case of loss. The risks of not receiving a discount due to loss of the Promocode are borne by the User. Discounts on the Promocode are not summarized. If the User has already used a discount for the Subscription, he/she may not use another Promocode to increase the discount for the same Subscription. If the User cancels the Subscription paid using the Promocode discount, the amount of its face value will not be paid.

6.6 The term of validity of the Promocode the User should check with the distributor of Promocodes.

6.7 Some Promocodes are distributed within the framework of promotions of the Administrator's partners, including within the framework of joint promotions of partners and the Administrator, and are provided at no extra charge, or under special conditions of the respective promotions. In order to become a legitimate owner of a Promocode under a promotion, an individual, as a rule, must perform certain actions and strictly comply with the terms of the promotions of partners.

7. Rights and obligations of the User.

7.1 If there are any questions about the inability to view the previously purchased and paid Subscription, the User has the right to contact the Administrator to resolve them.

7.2. The User has the right to view, at his/her own choice, through the Service, the units of Content, access to which is granted to the User under the Subscription, with the right to use the user management functionality of the Service.

7.3 The User has the right to stop using the Subscription and cancel the Account belonging to the User.

7.4 The User has other rights in accordance with the Terms and the laws of the Republic of Uzbekistan.

7.5 Compliance with the Terms, including all guarantees of the User, is the User's responsibility.

7.6 By using the Service, the User warrants and undertakes not to take any actions aimed at bypassing the technical means of protection against unauthorized use of Content, in particular, to take measures to bypass the system of territorial restriction of Content display by IP-addresses, as well as any other actions against the normal operation of the Service and its other users.

7.7 The User warrants and undertakes not to use software (malware) that may cause damage to devices and/or software of the Service, other users and any third parties.

7.8. The User is obliged to respect the rights and legitimate interests of the Administrator, other users of the Service and right holders who own the exclusive right to the result of intellectual activity or means of individualization used within the Service.

7.9. The User fulfills other obligations established for him/her by the Terms.

8. Rights and obligations of the User to post Comments.

8.1 The User may at his/her own will place Comments on the Service in relation to the Content. In this case, the User undertakes not to post Comments on the Service and not to use the Service to receive, send, distribute via/through the Service with a purpose of:

8.1.1 calling for a violent change of the existing constitutional order and territorial integrity of the Republic of Uzbekistan;

8.1.2 calling for mass disorder, violence against citizens, as well as participation in meetings, rallies, street processions and demonstrations held in violation of the established order, as well as coordination of such unlawful actions;

8.1.3 dissemination of knowingly false information containing a threat to public order or security;

8.1.4 propaganda of war, violence and terrorism, as well as ideas of religious extremism, separatism and fundamentalism;

8.1.5 disclosure of information constituting state secrets or other secrets protected by law;

8.1.6 dissemination of information inciting national, racial, ethnic or religious hatred, as well as defaming honor and dignity or business reputation of citizens, allowing interference in their private life;

8.1.7 dissemination of information, including information expressed in an indecent form, demonstrating disrespect for society, the state and state symbols;

8.1.8 propaganda of narcotic drugs, psychotropic substances and precursors;

8.1.9 propaganda of pornography, cult of violence and cruelty, as well as incitement to commit suicide;

8.1.10 illegal use of intellectual property objects belonging to other persons;

8.1.11 dissemination of information aimed at inducing or otherwise involving citizens, including minors, in committing unlawful acts that pose a threat to their life and (or) health or to the life and (or) health of other persons;

8.1.12 committing other acts entailing criminal and other liability in accordance with the legislation of the Republic of Uzbekistan.

8.2 The User is prohibited to post Comments on the Service:

8.2.1 of “customized” nature, i.e. created in someone else's interests that do not correspond to the purposes of creating the Service;

8.2.2 facilitating the distribution on and/or through the Service of computer viruses or other computer codes, files or programs designed to disrupt, modify, block the destruction or limit the functionality of any computer or telecommunications equipment or programs for unauthorized access, as well as not to post serial numbers to commercial software products and programs for their generation, logins, passwords and other means of gaining unauthorized access to the Service as well as to paid resources on the Internet;

8.2.3 of advertising nature - without prior consent of Frame

8.2.4. which contain threats, discredit, insult, defame honor, dignity, business reputation, violate the privacy of Users or third parties;

8.2.5. violating the rights of minors;

8.2.6. propagandizing criminal activity or containing advice, instructions or guidelines for committing criminal acts;

8.2.7. containing restricted information, including, but not limited to, trade secrets, information on private life of third parties;

8.2.8. that are fraudulent in nature;

8.2.9. containing links to third-party resources, the content of which contradicts the requirements of the legislation of the Republic of Uzbekistan.

8.3 The User agrees that he/she will compensate Frame for any losses incurred by Frame due to the consequences caused by the User's posting of Comments in violation of the terms of the Agreement.

8.4 Frame may, at its discretion, refuse to post, delete and/or edit Comments if they are not relevant to the topic of discussion, are of a negative nature or violate the provisions of the Agreement.

8.5 A link to any website, product, service, any information of commercial or non-commercial nature posted on the Service by the User does not constitute an endorsement or recommendation of these products (services) by Frame.

8.6 By publishing the Commentary, the User guarantees that he/she is the author of the Commentary and grants Frame the right to use the Commentary: on the basis of a non-exclusive license; by means of publicity/distribution; in all countries of the world; during the whole term of the exclusive right; anonymously; free of charge.

9. Rights and Obligations of the Administrator.

9.1 The Administrator has the right to unilaterally change the composition, content and price of Subscriptions.

9.2. At any time at its own discretion, suspend, limit or terminate the User's access to the Subscription, including, but not limited to, in case the User violates the Terms, the current legislation of the Republic of Uzbekistan, as well as in case the Administrator has reasons to consider the User's actions as dishonest, aimed at disrupting the Service and/or such actions that may lead to violation of the rights, legitimate interests of the Administrator and/or the Rightholders, cause damage to their business reputation.

9.3. The Administrator has other rights in accordance with the Terms and the legislation of the Republic of Uzbekistan.

9.4 The Administrator undertakes to ensure, within the limits of its technical capabilities, that the Subscriptions function in accordance with the Terms and to fulfill other obligations imposed on it by the Terms.

10. Guarantees of the Parties.

10.1 The Administrator confirms and guarantees that it is a legal entity registered and acting in accordance with the laws of the Republic of Uzbekistan, and has all rights and powers to conclude the Terms and fulfill its obligations under them.

10.2 The User accepts and agrees that the Service Content is intended solely for personal, non-commercial use within the technical capabilities provided by the Service. Any copying, reproduction, processing, distribution, publicizing, circumvention of technical protection means, or other use of the Content outside the framework of the capabilities provided by the Service, as well as any use for commercial purposes is prohibited, otherwise the User shall be liable for this in accordance with the laws of the Republic of Uzbekistan.

10.3 The User accepts and agrees that the rights to the Content belong to its legal right holders. For violation of the exclusive rights of the right holders of the Content or third parties, the User shall be liable in accordance with the laws of the Republic of Uzbekistan.

10.4 The User agrees that it will reimburse the Administrator for any losses incurred by the latter in connection with the User's use of the Service (including all results of intellectual activity and means of individualization, access to which is provided to the User within the framework of the Service) in violation of the Terms.

11. Personal data of the User.

11.1 Personal data of the User during his interaction with the Service is processed in accordance with the terms of the Frame Privacy Policy.

In this case, within the framework of the Terms, the User also confirms his voluntary informed consent to the Administrator (who acts in this case as the Operator) for the processing of his personal data.

In order to fulfill the purposes of data processing, the Administrator may transfer the User's data to third parties - partners of the Administrator.

11.2 The User's personal data shall be understood as: phone number, Account information, other personal data provided by the User to the Administrator for the purpose of realization of rights and obligations under the Terms.

11.3. The Administrator, performing the function of an operator in accordance with the law on personal data from 02.07.2019 N ZRU-547 “On personal data”, has the right to perform any actions related to the processing of personal data, to defend its interests in court in accordance with the provisions of the current legislation of the Republic of Uzbekistan and these Terms.

11.4 Processing of personal data means any action (operation) or set of actions (operations) performed with or without the use of means of automation with personal data, including collection, recording, systematization, accumulation, storage, clarification (update, change), extraction, use, depersonalization, blocking, deletion, destruction of personal data.

11.5. By submitting their personal data to the Administrator, the User agrees to their processing for the following purposes:

11.5.1. identification of the User for the purposes of fulfillment of these Terms;

11.5.2. sending informational messages within the Service;

11.5.3. processing of User requests by the support service of the Service;

11.5.4. conducting statistical and other studies of the use of Subscriptions on the basis of anonymized data;

11.5.5. analyzing and researching the User's preferences in order to improve the Service;

11.5.6. maintenance of the Service;

11.5.7. prevention and detection of fraud and other illegal use of Subscriptions;

11.5.8. for other lawful purposes necessary for the proper provision of services to the User under these Terms.

11.6. The Administrator does not request the User's name, surname and patronymic, as well as copies of identity documents, except for cases when such data is required in accordance with the current legislation of the Republic of Uzbekistan.

11.7. The User is notified and agrees that all financial information provided by the User for making payments within the Service is not transferred to the Administrator personally, but is processed only by the payment system and fiscal data operator.

11.8 The processed data is confidential information.

11.9. In most cases the data is processed automatically without access to it by any of the Administrator's employees. In the event that such access is required, it may be granted only to those employees who need it to perform their tasks. To protect and ensure the confidentiality of data, all employees shall comply with the Administrator's internal rules and procedures regarding the processing of personal information.

11.10. Personal data of the User shall be stored in the Administrator's electronic databases that meet the requirements of the legislation of the Republic of Uzbekistan.

11.11. The Administrator stores information and personal data about the User for as long as it is necessary to achieve the purpose for which it was collected or to comply with the requirements of legislation and regulations.

11.12. The User may independently delete the necessary personal data through the Service interface (where applicable), as well as apply to the Administrator with a request to suspend or stop processing and/or delete all or part of the User's personal data.

The Administrator shall delete the User's personal data within 30 (thirty) calendar days from the date of receipt of this notice.

11.13. It should be taken into account that withdrawal of consent to the processing of User's data may result in complete or partial impossibility to provide services by the Administrator and/or third parties to the User.

11.14. If necessary, the identification of the User may be requested through the integrated module My-ID. The requested data is not collected, stored and processed by the Administrator. The procedure for the identification and processing of the relevant User data is governed by the My-ID rules.

12. Responsibility of the parties

12.1 The Administrator is not responsible for the content of the Content or other information posted in the Service, as well as the accuracy of classification of information products. Also, is not responsible for the availability, content and consequences associated with the use of third-party sites on the Internet, the transition to which is made by the User through hyperlinks placed in the interface of the Service. The responsibility for the content of the Content, proper classification of information products and Internet sites is fully borne by their right holders. Any clicks on the links the User makes at his own risk.

The Administrator is not responsible for the information content of TV channels, as well as for any violations committed by the right holders of TV channels.

12.2 The Administrator provides technical access to the Service, but is not responsible for its uninterrupted operation and does not guarantee that the information posted on the Service will be available at any time, or will not be deleted or lost.

12.3 The Administrator shall not be liable for non-fulfillment or improper fulfillment of its obligations, if it is caused by the User's actions beyond the control of the Administrator. Neither shall it be liable for any damage caused to the User's device or electronic devices of a third party, any other hardware or software, caused by or related to the User's use of the Service.

12.4 If the User transfers his device and/or Account information on the Service to a third party, all responsibility for such actions, as well as the damage caused by them, shall be borne directly by the User.

12.5 The Administrator has no obligations and shall not be liable to the User or third parties for compensation for lost profits, moral or other damage. In case the Administrator's liability to compensate losses caused by non-fulfillment or improper fulfillment of obligations by the Administrator arises under these Terms, this liability will be limited to the amount equal to the cost of the paid Subscription.

12.6 Individual units of Content are material that is freely available for viewing and downloading on the Internet. In this case, the Administration does not exercise control over the added Content. The automated system publishes individual units of Content freely available from open sources. The Administration provides appropriate assistance to the person whose exclusive rights to intellectual property objects are violated in any way through the use of the Service.

The person-owner has the right to send the Administrator a letter containing the following information: a document confirming the intellectual property rights or information that allows to uniquely identify the person as the owner of intellectual property rights to the objects; direct links of the pages of the Service containing these objects.

12.7 In case of non-fulfillment or improper fulfillment of their obligations stipulated in the Terms, the Parties shall be liable in accordance with the procedure stipulated by the legislation of the Republic of Uzbekistan taking into account the provisions of the Terms.

12.8 The Parties shall be released from liability for partial or full failure to perform their obligations if such failure was caused by force majeure (force majeure), including but not limited to: fire, earthquake, hurricane, lightning strike, military action, terrorist act, strikes, disruption of electricity supply, accidents on data transmission networks and equipment used in the organization of the Service, decision of a governmental authority or entry into force of a regulatory act, limiting or terminating the possibility of fulfillment of obligations, unlawful action, as well as other extraordinary and unavoidable circumstances beyond the reasonable control of the Parties.

13. Dispute Resolution.

13.1 The Parties confirm that all disputes and disagreements that may arise from the Terms or in connection with them will be resolved in the pre-trial claim procedure.

13.2 If it is impossible to resolve disputes and disagreements in the pre-trial claim procedure, they shall be considered in the manner prescribed by the current legislation of the Republic of Uzbekistan at the location of the Administrator.

13.3 With regard to the use of opportunities of the Service to receive gratuitous services provided under the Terms, the norms on consumer protection cannot be applied to the relations between the User and the Administrator.

13.4 Nothing in the Terms may be understood as establishing between the User and the Administrator agency relations, partnership relations, relations of joint activity, relations of personal employment, or any other relations not expressly provided for by the Terms.

13.5 If for one or more reasons one or more provisions of the Terms are recognized as invalid or unenforceable, this does not affect the validity or applicability of the remaining provisions of the Terms.

14. Other provisions.

14.1 The Terms come into force from the moment of their acceptance by the User in accordance with Section 2.

14.2 The User may send their questions and claims regarding the use of Subscriptions to the Administrator's support service to the e-mail address: support@frame.uz, as well as via the contact form posted on the Service.

Consideration and response to them shall be carried out within 30 days from the moment of registration by the Administrator's support service of the received User's appeal, unless another procedure is established on the Service.

14.3 The Terms, as well as all issues not regulated by them, shall be regulated and interpreted in accordance with the legislation of the Republic of Uzbekistan.

14.4 The Terms are in the Russian language. They may be provided to the User in translation from Russian into other languages, however, in case of contradiction between the content of the Terms in Russian and its translation, only the Russian version of the Terms is legally valid.

14.5 The Terms may be changed by the Administrator at any time without any special notice. A new version of the Terms shall take effect from the date of its publication on the Service, unless otherwise provided by the new version of the Terms. In case of disagreement with the changes in the Terms, the User has the right to terminate the Terms by refusing to use the Subscription. Otherwise, the Parties recognize that their relations are governed by the new version of the Terms from the date of its entry into force, and the continued use of the Subscription and/or the Service by the User after any changes and/or amendments implies the User's consent to such changes and/or amendments.

15. Credentials of the Administrator

Frame Hardware LLC

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