SYSTEM FOR STORES

How we work together

Telegram bot, Mini App, website and admin panel as one system. This document covers what you get, how we work and what the contract fixes.

The path of one order

1. A customer opens the catalog in the Telegram bot or on the website and picks a product.
2. They send their phone number and address, and the order is placed.
3. The order arrives in your Telegram group at once and is recorded in the admin panel.
4. You change the status, and the bot notifies the customer.

✓ The Favzon Perfumes store runs on this system.

Packages and prices

Prices are starting points. The exact amount and timeline go into the commercial offer after the brief.

PACKAGE	WHAT'S INCLUDED	TIMELINE	PRICE
Start	Telegram bot and Mini App catalog. Orders go to a Telegram group and the admin panel. Your store name, logo and colors.	5–7 working days	**from 7 million UZS**
Store	Start + a website on your domain, full admin panel (products, orders, statuses, customers), automatic customer messages, Click and Payme.	10–15 working days	**from 17 million UZS**
Brand	Store + a custom design for the website and Mini App that fits your brand.	15–20 working days	**from 25 million UZS**
Inventory integration	Add-on. MoySklad or Billz: stock and prices update automatically, orders flow into your accounting. 1C after a short audit.	+5–10 working days	**from 6 million UZS**

Included in the price

- ✓ Setup and launch: domain, bot and server registered in your name
- ✓ Handover of the code and all access rights
- ✓ 1-year warranty: we fix bugs free of charge
- ✓ One-time catalog import from your spreadsheet
- ✓ One hour of admin panel training

Paid separately

- + Server and domain, paid directly to the provider from your account
- + Click and Payme fees, under your contract with them
- + New features, design and copy changes
- + Product photos and descriptions

Nine steps from first call to warranty

At every step you know in advance what you get and what we need from you.

#	WORK STAGES	RESULT	FROM YOU
01	**Intro and demo** In a 15–30 minute call we show the system live and learn how your store works.	A clear answer on which package fits	What you sell and where orders come from
02	**Brief** A short questionnaire: number of products, payment and delivery terms, required integrations.	A precise scope of work	Answers to the brief (15 minutes)
03	**Commercial offer** Sent within 24 hours after the brief.	Price, timeline, what is and isn't included	A decision on the offer
04	**Contract and advance** We sign the contract. The technical specification is attached to it.	Signed contract and work schedule	50% advance payment
05	**Materials** Logo, colors, product spreadsheet, delivery and payment terms. The timeline starts once all materials arrive.	Work starts, dates are set	The materials listed below
06	**Build** We assemble the system on a test address. In the Brand package the design is approved first.	Interim result and a test link	Feedback on the design and interim result
07	**Review and fixes** We present the finished system. Your comments are collected in one list and fixed.	A corrected, launch-ready version	One consolidated list of comments
08	**Launch and handover** We connect the domain, bot and payment systems and run the admin panel training.	A working store, code, access rights and the acceptance act	The remaining 50%
09	**Warranty** For 12 months we fix bugs free of charge. New work is agreed separately.	A response and fix within the agreed time	A screenshot or a short description of the bug

What we need from you

With the full list in hand, nothing gets delayed. Click and Payme take time to connect, so we start their paperwork on day one.

- [ ] Logo (SVG or high-quality PNG) and brand colors
- [ ] Product spreadsheet: name, price, description, category and photo (we provide an Excel template)
- [ ] Delivery terms: regions, cost and timing
- [ ] Payment methods; for Click and Payme, sole proprietor or LLC documents and bank details

- [ ] A domain (if you don't have one, we buy it together in your name)
- [ ] For inventory integration: a MoySklad or Billz API key; for 1C, contact with your developer
- [ ] A Telegram account the bot will be transferred to
- [ ] One responsible person on your side

Key contract terms

These points are fixed in the contract. The scope is detailed in its appendix, the technical specification.

Scope

What we build is written in the technical specification. Anything outside it is additional work, agreed separately.

Timeline

Counted from the day all materials arrive. If materials, approvals or documents are late, the timeline moves by the same amount.

Payment

50% after the contract is signed, 50% after launch and signing of the acceptance act. Inventory integration is paid as a separate stage in the same way. The payment method is set out in the contract.

Acceptance

After launch you have 3 working days to check the work. Send comments as a list and we fix them. If no comments arrive in that time, the work is considered accepted.

Revisions

One consolidated round of revisions is included. Later changes are estimated as new work.

New work

During and after the warranty, new features and changes are estimated separately: small tasks hourly, larger ones as a separate offer.

Code and rights

After full payment you receive the store's code and all access rights (server, domain, bot, payment accounts). You may use, modify and hand them to another developer without restriction. VOSIQ keeps the right to reuse its general technical base and components in other projects; your brand, the design made for you, your content and data are not used anywhere else.

Warranty — 1 year

For 12 months from launch we fix bugs free of charge. A bug means the system does not work as described in the technical specification. For a critical failure (orders not arriving, website or bot down) we start work within 4 business hours; other bugs are fixed within 3 working days.

The warranty does not cover:

- new features, design or copy changes;
- code changed by another developer;
- adapting to rule changes by Telegram, Click, Payme or the inventory system (covered by maintenance);
- server, domain and third-party service fees.

Data and confidentiality

Your customers' data belongs to you. We use it only to set up and support the system and never share it with third parties. The server location is stated in the contract and chosen to comply with the laws of Uzbekistan.

Termination

If the contract is terminated after work starts, payment for the completed part is kept from the advance, the finished part is handed over and the rest is refunded.

Disputes

Disagreements are settled by negotiation first and, failing that, under the laws of the Republic of Uzbekistan.

Maintenance OPTIONAL

The warranty covers bugs in the first year. Maintenance watches the system and adapts it to external changes; one does not replace the other.

from 500,000 UZS per month

- Server and domain monitoring, backups
- Adapting to changes in Telegram, Click, Payme and the inventory system
- Up to 2 hours of small changes per month
- Priority response

Server and domain fees are not included: they are in your name and you pay them directly.

Frequently asked questions

Who owns the bot, website and domain?
You do. The domain, server, bot and payment accounts are registered in your name. After launch you also receive the code.

How long does connecting Click or Payme take?
You sign the contract with Click and Payme, which requires a sole proprietorship or an LLC. The timing depends on them, so we start the paperwork on day one.

What happens after a year?
The system keeps working. If you like, you can add maintenance or order fixes by the hour.

Can I change products and prices myself?
Yes, in the admin panel: products, prices, photos, stock and order statuses.

Can I later work with another developer?
Yes, the code and access rights are yours. The warranty only stops applying to parts another developer changes.

What if I use a different inventory program?
If it has an API, it can be connected. We review it first and quote an exact price. For 1C we run a short audit first.

See the system live

Message us on Telegram: we will show a demo and answer your questions.

@abduvosiqovv_a

This document explains how we work together and is not a public offer. Exact terms are set by the contract signed by both parties.