

# Terms of service DOCKR

This document sets out the terms of service that apply to your DOCKR subscription. Need quick help getting back on the road? All requests for maintenance, repair and/or breakdown assistance should be submitted via telephone number **085 40 000 58**.

## 1. Preventive Maintenance

The rental agreement includes standard preventive maintenance for your DOCKR. What does preventive maintenance mean? This means that during the rental period, maintenance is periodically carried out on site to ensure that your DOCKR does not go out of service. Our partner Get Bike Service will contact you to schedule this, you don't have to do anything yourself. Of course you can always contact DOCKR if you have any questions or problems.

A periodic service includes the following:

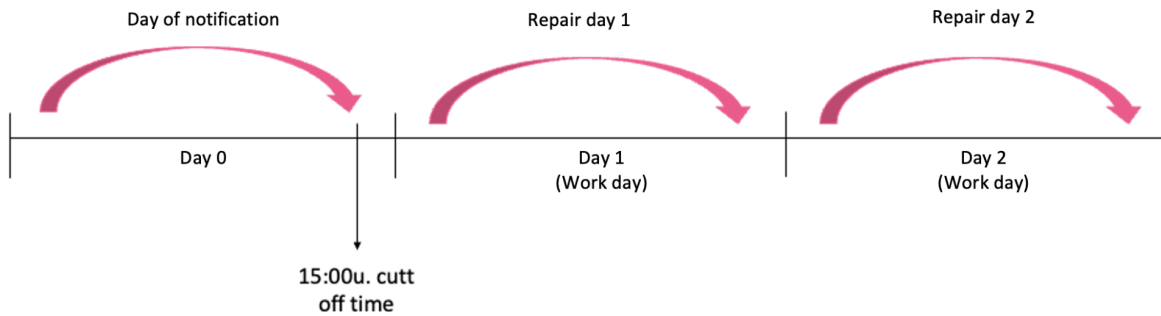
- Maintaining the vehicle and replacing parts subject to wear (based on use of 10,000 km/year), namely:
  - Tyres
  - Brake pads and discs
  - Drive chain/belt and blades
  - Topping up lubricants and replacing other small materials
- Callout charges
  - Please note: If the vehicle is not made available at the agreed location, date and time, we will be obliged to charge a call-out fee of €50.

## 2. Repairs

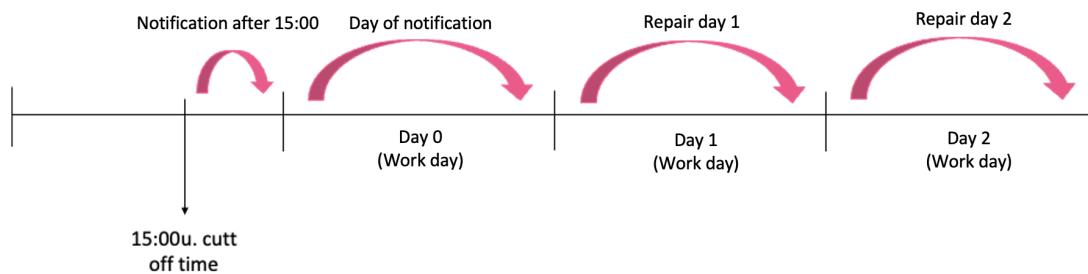
If your DOCKR is in need of repair, please contact us from Monday to Friday between 09:00 and 17:00 on the phone number above. We aim to have repairs to your vehicle resolved within 2 working days of a report being received. Of course, we will arrange a time with you for the repairs. If the vehicle cannot be made available at the agreed location, date and time, a call-out charge of €50 will apply.

A notification or request made after 15:00 is considered to have been made on the next working day. For example, if you make a notification on Tuesday at 16:00, the 2 working days start at 09:00 on the Wednesday morning. See the pictures below for an illustration. Of course, we will always endeavour to get you back on the road as soon as possible!

#### Situation 1. Notification before 15:00



#### Situation 2. Notification after 15:00



Necessary repairs and/or spare parts as a result of misuse, accidents and/or incorrect handling are not covered and will be borne by the customer. In this case, an excess, shown in Table 1 per vehicle model, will be charged which is applicable per incident and to the vehicles mentioned in your contract or cooperation agreement. See Article 4 for more information on repairs and costs of damage.

### 2.a. Replacement transport

If your DOCKR has not been repaired 2 working days after notification, whereby a notification after 15:00 is deemed to have been made on the next working day, as stated in Article 2, we shall endeavour to replace the vehicle with a comparable model within 1 working day (Monday to Friday).

### 3. Breakdown assistance

If your DOCKR breaks down during a journey, you can reach our breakdown service via our general number 7 days a week. DOCKR's breakdown assistance service partner provides breakdown assistance within 60 minutes of the call. The vehicle including the driver will be towed to the specified location.

#### **4. Processing damage**

At DOCKR, we do not like ambiguities. We have therefore established guidelines for accepted and non-accepted damage. That ensures that it is clear to everyone. To start with, we understand that your DOCKR will show signs of use over time. That is normal and fine!

As mentioned above, your DOCKR will be serviced and repaired by our partner, Get Bike Service. This party records all signs of use and damage according to the guidelines for accepted and non-accepted damage. The non-accepted damage will be charged to you according to the excess shown in Table 1 per vehicle model applicable per incident and to the vehicles mentioned in your contract or cooperation agreement. Table 2 gives an overview of all forms of damage and the coverage. First, we briefly take you through the definitions of accepted and non-accepted damage.

##### **4.a. Accepted damage**

Signs of use and damage to your DOCKR caused by normal use are accepted damage. An independent party looks at the age and mileage to determine what is acceptable in terms of wear and tear and damage.

##### **4.b. Non-accepted damage**

Signs of use and damage to your DOCKR caused by an accident or above average wear and tear to your DOCKR that requires repair are non-accepted damage. Of course, this is also assessed by an independent party.

#### **5. Amendment**

DOCKR is entitled to amend these General Terms and Conditions unilaterally. Amendments shall be announced at least one month before their entry into force by means of an announcement.

on the website [www.dockrmobility.nl](http://www.dockrmobility.nl) and by email to the Renter. If the amendment results in the Renter being provided with a performance which differs significantly from the original performance, the Renter will be authorised to dissolve the contract as of the date on which the amended conditions take effect.

*Table 1. Excess per vehicle model*

Vehicle model	Excess body	Excess theft
Urban Arrow L	€100	€100
Urban Arrow XL	€100	€100
Cargo Cycling Convy	€100	€100
Cargo Cycling Chariot	€250	€250
Cargo Cycling Centurion	€100	€100
Urban Arrow Tender	€750	€750
Union Lite	€100	€100
Union e-lite	€100	€100

*Table 2. List of damage types and corresponding cover*

	Excess
<b>Damage to tyre</b>	
Flat tyre caused by an object (screw, glass, etc.) *	0%
Flat tyre due to broken valve	0%
Flat tyre caused by kerb	100%
Flat tyre caused by incorrect tyre pressure	100%
Small-scale damage which does not result in the canvas becoming visible	0%
Damage to the outside of the tyre (other than normal wear)	100%
Damaged tyres, e.g. cracks as a result of which the canvas of the tyre is visible	100%
<b>Damage to rim</b>	
Bump in the rim	100%
Broken spoke(s)	100%
Severe scratches/damage to the rims or deformation of the rims	100%

Scratches/damage to rims as long as the rims are not deformed	0%
Severe scratches/damage to the rims	100%
<b>Damages to frame/box</b>	
Broken-off bicycle lock **	100%
Deep scratches and abrasions that polishing does not remove	100%
Shallow scratches that disappear with polishing	0%
Scratches more than 5 cm long	100%
Scratch with a maximum length of 5cm	0%
Light scratches due to installation of own accessories	0%
Hail damage	100%
Missing parts	100%
Holes in the saddle	100%
Damage to the paintwork (e.g. by bird droppings)	100%
Dents, cracks, scratches and/or holes in the frame/box over 2.5 cm in diameter and/or with rust formation	100%
<b>Damage to lights</b>	
Loose cables	0%
Breakages and/or cracks in the glass	100%
<b>Theft</b>	
Theft of vehicle	100%
Theft of parts	100%
Consequential damage after theft	100%

\* Maximum of 3 cases per bike per 12 months.

\*\* Often occurs when a bike with a locked lock is taken off its stand