

Terms of Service
of the Toruński Rower Miejski hereinafter referred to as TRM

Valid from 29.05.2026

I. General Provisions

1. The hereby Terms of Service shall specify the principles and conditions of using the Toruński Rower Miejski also referred to as TRM (hereinafter: TRM), launched and operating within the administrative borders of the city of Toruń.
2. Terms of Service of TRM as well as the Privacy Policy are available free of charge on the internet website <https://torunskirower.pl/> in such a way so as to enable familiarising with the content, obtaining, reproducing and recording them. These documents may be obtained at the headquarters of Nextbike Polska S.A. with its registered seat in Warsaw, which is the Operator of TRM.
3. Contact:
Nextbike Polska S.A.
ul. Staniewicka 5,
03 – 310 Warszawa
e-mail: bok@torunskirower.pl
tel.: 22 123 05 72
4. Setting up an account in one of the systems enables the use of bike rental stations in other cities unless the terms of service of a given system indicate otherwise. Current list of cities in which Nextbike systems are active may be found under the following address www.nextbike.pl.

II. Definitions

1. **Mobile Application** – a mobile application enabling the use of TRM. The use of Mobile Application is possible on smartphone type of devices with an adequate, valid Android or iOS system, which facilitates the download of Mobile Application from an online store. The Application is available for download free of charge at Google Play stores and Apple AppStore, whilst permanent access to the Internet as well as registration of Client Account within the TRM System is a condition for its download and use.
2. **Account Blockade** – a preventive measure consisting of preventing the use of TRM, which may be applied by the Operator in case of breaching by the Client of provisions of the hereby Terms of Service, in particular in case of a breach which constitutes a damage to TRM system elements.
3. **TRM Customer Service Office/BOK TRM** – a service launched by the Operator ensuring contact with the Operator through:
 - a. infoline available 24/7 at the following number: 22 123 05 72,
 - b. electronic post under the address: bok@torunskirower.pl,
 - c. Mobile application.

Information regarding the functioning of BOK are available on the internet website <https://torunskirower.pl/>

4. **O-lock blockade** – means of securing Standard Bikes in the form integrated with “O” clamp frame the closing of which enables completion of Rental. Furthermore, the blockade also secures the Bike at the time of using the Parking function. O-lock blockade is mounted on the rear wheel and it remains open through the ride. It comprises a compulsory accessory of every Standard Bike.
5. **Promotional Voucher/Bonus** – a voucher offered by the Operator, which enables topping up Client Account. The voucher amount and its designation is established by the Operator and it is non-refundable. The means from Vouchers are used in the first order, prior to the means paid in by the Client.

6. **Price List and Table of Additional Fees** – price list and table of fees within the TRM System, constituting an integral part of the Agreement. The Price List and Table of Additional Fees for Standard Bikes are included in Appendix no. 1, and for Non-Standard Bikes in Appendix no. 3 to these Terms of Service. Both appendices are available in the Mobile Application and on the Website.
7. **Duration of Rental** – time counted from the moment of Rental (unlocking) of the Bike to the moment of Bike Return through closing of its O-lock Blockade. Whilst it is assumed that Parking is calculated into the Duration of Rental.
8. **Long-Term Bike Rental (DWR)** – a service in the TRM System that involves the provision of a Custom Bike for a period longer than the standard Rental Period. The terms and conditions for Long-Term Bike Rentals are set out in Appendix no. 3 to the Terms of Service.
9. **GPS** – device mounted on the Bike, serving the function of monitoring the Bike's location and positioning.
10. **Client Identifier** – an individual number assigned to each Client, corresponding to the number of the mobile phone indicated during registration. Any RFID proximity card may also constitute an identifier. Details on registration and Client IDs have been specified in Chapter VI. Registration.
11. **Karta Miejska "JO"/"JO" Urban Card** – is a system enabling access to selected city services and offers created by Toruń Resident Programme partners. It combines the functions of an electronic ticket for Toruń public transport with additional amenities available to residents within the city system.
12. **Client/ User** – any natural person, participant of the TRM System who has accepted the Terms of Service and carried out registration in the TRM System as well as concluded Agreement with the Operator.
13. **Client Account/Account** – personal Client Account created during registration for the purposes of using TRM System as well as charging fees in line with Appendix no. 1 to the Terms of Service. The Client may link compatible cards and mobile devices with his or her account at TRM, in accordance with RFID standard, facilitating the process of Bike Rental.
14. **Top up amount** – payment submitted towards Rentals onto Client Account.
15. **Minimum Account balance** – minimum balance which a Client ought to have in order to be entitled to a Bike Rental.
16. **Non-authorized ride** – use of any TRM Bike without bike rental registered on Client Account.
17. **Operator** – company Nextbike Polska S.A. realizing the service of TRM maintenance with its registered seat at Ul. Staniewicka 5, 03-310 Warszawa, entered into the Register of Entrepreneurs of the National Court Register, maintained by the District Court for the city of Warsaw in Warsaw, XIV Economic Department of the National Court Register under the following numbers: RS 0000646950, REGON 021336152, NIP 8951981007
18. **Initial fee** – amount paid by Clients upon registering in TRM System. The level of initial fee has been defined in Appendix no. 1.
19. **Subscription Plan** – this shall be understood as the tariff within the TRM System, which is set out in point 3 of Appendix no. 1 to the Terms of Service, available in the Mobile Application and on the Website.
20. **Privacy Policy** – separate document to the document of Terms of Service, which specifies the conditions for the processing of Client personal data by the Operator. The Privacy Policy is available at <https://torunskiower.pl/polityka-prywatnosci/>
21. **Explanatory proceeding** – set of actions undertaken by the Operator, targeted at establishing the circumstances and events occurring in relation to the use of bikes, in particular, those related to breaching of the Terms of Service, accidents and collisions or damages to the property of the Operator TRM System.

22. **Parking** – function enabling parking of the Bike without having to return it. Parking is available at the level of the Mobile Application.
 23. **Terms of Service** – the hereby Regulations defining the principles and conditions of using TRM System and, in particular, the scope of rights and obligations and the responsibility of persons who avail of the possibility of renting bikes in TRM System.
 24. **Bike** – the term covers any vehicle made available in the TRM System by the Operator under the terms and conditions specified in these Terms of Service.
 25. **Non-standard Bike** – another type of bike than standard bike such as an electric bike or a cargo bike,
 26. **Standard Bike** – basic type of bike made available within the TRM System by the Operator. Bikes of this type are designated for use by one person who completed the age of 13 and is between 150 and 200 cm tall. Bikes of this type have wheels with rims measuring 26 inches and their load capacity amounts up to 120 kg of the sole riding person. It is equipped in a basket with capacity of 15 litres.
 27. **TRM Service** – actions performed by the Operator in relation to the exploitation, repairs and maintenance of the TRM System.
 28. **TRM Station** – place of Rental and Return of Bikes by Clients, marked with TRM symbol, equipped in a Terminal, and bike stands, whilst the Bikes are parked (returned) by means of O-lock Blockades. Information concerning locations of respective TRM stations is available in the Mobile Application and on the Website.
 29. **Area of Usage** – administrative borders of the city of Toruń.
 30. **Website** – internet website launched by the Operator <https://torunskiorower.pl/>, which contains all necessary data for the commencement and subsequent use of the TRM system.
 31. **TRM System** – system of Bike Rental stations launched by the Operator which includes, in particular, Bikes, technical infrastructure, software and devices which enable Rental, Parking and Return of Bikes.
 32. **Information totem/Totem** – an element of the TRM station containing information necessary for the commencement and use of the TRM System.
 33. **Agreement** – an agreement concluded between the Client and the Operator which establishes mutual rights and obligations specified in the hereby Terms of Service. It is considered that the Agreement containing the provisions of the hereby Terms of Service shall be automatically concluded at the time of Registration of the Client within the TRM system and subject to submission by the Client of the declaration of acceptance of the hereby Terms of Service. The Personal Data Administrator is the Municipality of the City of Toruń.
 34. **Bike Rental/ Rental** – unblocking of the Bike by means of the Client Identifier or via another method as specified in Chapter VII, point 2 for the purpose of conducting a ride. The process of Bike Rental is specified in detail in Chapter VII of the Terms of Service.
 35. **Bike Return/Return** – returning a standard Bike to the TRM Station or outside it by closing the O-lock Lock or returning a non-standard Bicycle to the collection point (ul. M. Skłodowskiej-Curie 73, 87-100 Toruń) and having it collected by a representative of the Operator. The process of Return is specified in Chapter IX of the Terms of Service. Use of the Parking function is not understood as Bike Return.
- III. General principles of using the TRM System.**
1. A condition for the use of TRM System is the submission by the Client: of personal data required upon registration, the acceptance of conditions defined in the hereby Terms of Service, as well as payment of initial fee and clicking on the activation link. A condition for the use of TRM is, furthermore, maintenance of a minimum top up level on the Client Account during the time of each rental, in the amount of no less than 10 PLN (in words: ten zloty).
 2. Persons who are above 13 years of age but did not complete 18 years of age (further referred to as Minors) may avail of the Standard Bike This system TRM System subject to the consent of their Parent

or Legal Guardian. Such parent or legal guardian bears responsibility on account of any potential damages which may occur, in particular in relation to the non-execution or incorrect execution of the Agreement and they undertake to cover ongoing commitments specified in Appendix no. 1. It is required that consent of at least one of the parents or legal guardians for the use of Account by a minor is submitted to the Operator:

- a. in the form of a scanned letter via electronic means to the address: bok@torunskirower.pl
- b. via registered letter sent to the address of the Operator,
- c. submitted in person at the headquarters of the Operator,

The consent should include:

- d. telephone number of the minor on which the Account is registered,
- e. first name and surname of the parent or legal guardian,
- f. consent for the use of TRM by the minor,
- g. first name and surname of the minor,
- h. date of birth of the minor,
- i. handwritten signature or eligible electronic signature of the parent or legal guardian (in the case specified in Chapter III. point 2.a),
- j. date and place of granting the consent.

Sample consent may be found on the website (<https://nextbike.pl/wzor-oswiadczenia-rodzicow-opiekunow>).

3. A necessary condition for the use of rented bikes by minors is holding a valid bike or motor driving license.
4. Minors below 13 years of age may use the bikes solely under supervision of their parents or legal guardians
5. Clients can rent one standard bike at a time. Clients using the Subscription Plan can rent two standard bikes at a time. Furthermore, Clients can only rent one non-standard bike at a time.
6. The use of Rented Bikes is permitted within the Area of Usage.
7. The use of TRM Bike System may take place solely and exclusively for non-commercial purposes under the pain of calculating additional fees in accordance with the provisions of Appendix no. 1.
8. Parties to the Agreement undertake to mutually inform each other of any changes to addresses or other data identifying them, indicated during registration in the system.

IV. Responsibility and commitment

1. The Operator realizes services related to the maintenance of TRM System and bears responsibility for its proper functioning.
2. The Operator shall not bear responsibility for any direct or consequential damages as well as lost benefits caused as a result of improper performance of the Agreement by the Client, or for any other damages for which the Client is responsible. The above provision shall not affect, in the scope of agreements concluded with Clients, of Art. 473 of the Civil Code.
3. The Client is responsible for the use of the Bike in accordance with its designation and in line with the provisions of the Terms of Service as well as the applicable law.
4. The Client is responsible for the use of the Bike in accordance with its designation and in line with the provisions of the Terms of Service as well as the applicable law. In the event of non-compliance with the conditions contained within the Terms of Service, the Operator shall be entitled to block the Client

Account. Detailed conditions related to Account Blockades have been specified in Chapter XII of the hereby Terms of Service.

5. The User shall be obliged to protect the log in data against unauthorized access of third parties under the pain of being charged for the costs of use of the service by parties who have obtained the log in data by the fault of the User.
6. The Client shall be responsible for all damages and demolitions stemming from non-compliance with the Terms of Service. The Client may be charged with costs of repair of such damages, including the cost of bike restoration specified in Appendix no. 1 Price list and Table of Additional Fees in the TRM System. The Operator shall submit an adequate receipt or VAT invoice to the Client for completion of the necessary repair works.
7. The Client bears full and total responsibility and undertakes to cover any tickets, fines, fees etc. obtained by the Client, related to the use of the Bike and imposed on them out of their own fault.
8. Bikes are a supplementation of urban means of transport. It is not permitted to use TRM Bikes for mountain trips, jumps, stunts. Racing and using the Bike in order to pull or push anything is forbidden. Carrying luggage is allowed solely by means of a basket designated for this purpose; it is not permitted to hang anything on the bike frame or on any other bike elements. It is forbidden for more than one person to ride the Bike simultaneously.
9. The use of TRM Bikes by persons under the influence of alcohol or other narcotic substances, psychotropic substances or equivalents in the meaning of provisions on counteracting drug addictions; strong anti-allergic drugs, other medicines which by definition are forbidden or recommend not to be applied for drivers of any vehicles, is forbidden.
10. It is forbidden to transport TRM Bikes by car and by other transport means which are owned by private persons under the pain of calculating a fee in accordance with Appendix no. 1. The ban does not concern public transport provided that the Terms of Service of that transport allow such possibility.
11. The use of any protection which is not a standard TRM System element in order to immobilize a bike is forbidden. The Operator reserves the right to remove inadequate protections applied by the Client. All costs of restoring Bikes to the state enabling realisation of further rentals shall be borne by the Client.
12. The Client is responsible for the Bike he or she rents from the moment of Rental to the moment of Return.
13. If the Bike is not returned for any reason, including if it is stolen or lost, the Client will be charged the equivalent of the Bike's value, in accordance with Appendix no. 1 or Appendix no. 3, for each lost Bike.
14. The Client undertakes to return the bike in the same state as it was in at the time of Rental. In particular, the Client is obliged to undertake actions targeted at preventing staining of the bike or occurrence of any damages outside of the standard use as well as theft of the rented Bike.
15. In case of theft of the Bike during Rental, the Client is obliged to notify BOK TRM immediately after noticing the event.
16. In case of improper Bike Return out of the Client's fault, the Client bears the costs of its further Rental and is responsible for any potential theft or damage. In case of difficulties with returning the Bike, the Client is obliged to contact BOK TRM.

V. Payments.

1. TRM fees are charged according to the rates specified in Appendix no. 1 Price List and Table of Additional Fees or in Appendix no. 3 Price List and Table of Additional Fees – Long-Term Bicycle Rental (DWR), available on the Website or in the TRM Mobile Application. The basis for calculating the fee for the use of a Bike is the Duration of Rental.
2. Payment for services and products offered within the TRM system may be conducted through:
 - a. the use of payment cards,

- b. online payments available after logging in onto the website and in the Mobile Application as well as after logging to Client Account,
 - c. payment form, realized at a post-office or at a bank, generated by the payment operator. The form is available upon logging in on the website, within Client Account,
 - d. through authorizing the TRM System Operator to charge one's credit or debit card with all calculated fees, including also the amounts payable in relation to each delayed return, fees on account of damages, theft or loss of the Bike/Bikes.
3. Information on payment cards is processed by an external service provider and is not stored or available to the Operator.
4. All payments are transferred to the Operator's account.
5. At Client request, the Operator shall provide the Client with a VAT invoice. For this purpose, the Client shall contact the Operator via electronic means to the e-mail address of the Operator in order to indicate the data necessary to issue a VAT invoice.
6. If the charged fees exceed the funds available, the Client is obliged to top up his/her Account at least to a balance equal to PLN 0 within 7 working days. In case of failure to settle overdue payments, the Operator reserves the right to commence adequate legal steps against the Client, targeted at obtaining the payment on account of the realized Agreement, which results in the blocking of Account until the time of payment of receivables. The Operator shall be entitled to charge statutory interest on any delays in payments of amounts due from the date of their maturity until the factual day of performing payments in the full amount.
7. In case if the Client remains in arrears with payments towards the Operator, the Operator reserves the right to pass the information on overdue amounts to entities indicated by appropriate provisions of law. The Client acknowledges that TRM Operator is entitled to transfer the overdue receivables towards the Client, stemming from the Agreement concluded with him, onto third parties, which will entitle these third parties to pursue the said receivables from the Client. The Operator realizes services related to the maintenance of TRM System and bears responsibility for its proper functioning.
8. Reimbursement of payments made for Rentals may be performed post termination of the Agreement. During the term of Agreement with TRM Operator, no payments for Rentals (top-up amounts) can be subject to reimbursements. The exception are fees paid for the Long-Term Rental of a Non-Standard Bicycle (DWR), which may be refunded at the Client's request, in situations individually considered by the Operator, in an amount determined individually.
9. The amount of Promotional Voucher that credited Client Account is not refundable. It is used prior to the use of the funds paid by the Client. Details of the amount, validity period and the reason for awarding a Promotional Voucher are set out in the current promotional terms and conditions available on the Website.
10. In the Subscription Plan, the billing period begins when the payment for a given Subscription Plan is recorded in accordance with Appendix no. 1. The Client may possess only one active Subscription plan at a given point in time.
11. The Subscription Plan entitles the Client to use the Bike for a total of up to 24 hours (1440 minutes) regardless of the number of subsequent rentals of the Bike by the subscription owner. Unused time within the Subscription Plan does not cumulate nor is it transferred onto the following day.
12. If the planned Rental Time from the Subscription Plan is used up, the ongoing or subsequent Bike Rental on the same day will be settled in accordance with the Price List for the Bicycle in the TRM System in accordance with Appendix no. 1, point 1.
13. In the case of Renting 2 Bikes at the same time to the account of the subscription owner, each Rental will be settled under this Plan.

VI. Registration.

1. A necessary condition for using the TRM System is prior registration of the Client in the System and payment of the Initial Fees.
2. Registration can be done through:
 - a. Website,
 - b. Mobile Application.
3. During the registration process in line with Chapter VI point 2.b and 2.b the following personal data must be entered:
 - a. mobile phone number,
 - b. first name and surname,
 - c. contact address, that is city, street including flat/house number, postal code, country,
 - d. Email address,
 - e. date of birth.

The Client must indicate that he has read and accepted the Terms of Service of the TRM System and familiarized with the Privacy Policy of the TRM System.

4. After successful registration, the Client receives an automatically generated PIN code which, along with the telephone number, serves the purpose of logging in to Client Account. Log in data are sent by SMS to the indicated telephone number.

To ensure the process of logging in to the Account and Bike Rental, the Client may connect an RFID card to his or her Client Account. The method of linking the card to the Account is described in the instructions available on the Website and in the Mobile Application.

5. To complete registration process, an email containing a link will be sent to the previously indicated email address for the purpose of confirming data. Client Account will remain inactive until data verification is completed. Clicking on the link will cause account activation; from then on, Bike Rentals will be possible. The verification link is active for 24 hours from the moment of obtaining the email message. After the expiry of the above-specified term, verification of data will be possible solely through obtaining a new verification link through the Mobile Application.
6. Client Account obtains the status of an active account post fulfilment of all of the below conditions:
 - a. All data required for successful registration have been entered on Client Account,
 - b. The Client has clicked on verification link,
 - c. The Client has made the initial fee payment,
 - d. The minimum account balance is maintained,
 - e. in case of minors, after the delivery of parent or legal guardian consent.
7. Client Accounts that contain incorrect personal data and with respect to which no top-up payment has been made may be automatically removed from the TRM system base.

VII. Rental.

1. Bike Rental is possible after fulfilment of the requirements specified in Chapter VI. point 6.
2. Standard Bikes may be rented by means of:
 - a. Mobile Application,
 - b. placing RFID card assigned to Client Account on the Bike's reader,
 - c. telephone contact with BOK TRM.

3. Renting a Non-standard Bike is subject to the terms and conditions set out in Appendix no. 2.
4. Standard Bikes can be rented at any TRM Station or from outside a TRM Station.
5. The Client may only start the Bike Rental while at the Bike. It is the Client's obligation to ensure, prior to commencing the ride, that the bike is suitable for the designated use, in particular, that the tyres of the bike are inflated and the brakes are in order as well as the lights operate.
6. In case of noting during Bike Rental any defects in the Bike, the Client is obliged to immediately report the issue to BOK TRM or via Mobile Application and, if possible, return the Bike to the nearest Station.
7. In case when during rental of the Bike an accident or collision occurs, the Client is obliged to write a statement or call the Police or Municipal Police to the site. Furthermore, in case of occurrence of the above event the Client is obliged to inform BOK TRM of this fact no later than within 24 hours post the event.
8. The Rented Standard Bike may be used within the Area of Usage. During the Rental period, the Client may leave the Area of Usage but is obliged to return it before the end of the Rental and return it to the TRM station or to the Area of Usage.

VIII. Duration of Rental

1. Duration of Rental of the Bike commences at the time of Bike release, in accordance with Chapter VII point 2. of the Terms of Service. It is completed upon Bike Return, in accordance with Section X point 1 and 2 of the Terms of Service.
2. The Client is obligated to return a Standard Bike within the maximum Rental Time of 12 hours. For Subscription Plans, the maximum Rental Time is 24 hours. For Custom Bikes, the maximum Rental Time is specified in Appendix no. 3. Exceeding the duration of hours in a single rental causes additional charging of fees in accordance with Appendix no. 1.

IX. Parking

1. The Operator allows the possibility of parking Bikes during Rentals through the function of Parking. The use of the Parking function is equivalent to Bike Return.
2. Parking function is available solely in the Mobile Application. After selecting it one must manually close the O-lock Blockade.
3. The duration of Parking is included in the Rental Time or it may be deducted from the daily time of the Subscription Plan if the Subscription Plan is active on the Client's account and has not been used yet.

X. Return.

1. The Standard Bike return is possible via one of the following manners:
 - a. Regular Return – Bike Return at TRM Station, post Rental from the Station TRM,
 - b. Premium Return – Bike Return at TRM Station, post Rental from outside a Station,
 - c. Paid Return – Bike Return outside of TRM Station but within the Area of Usage.

Premium amounts and fees for the manner of Return 1.b and c are specified within Appendix no. 1.

2. The Client conducts Standard Bike Returns through closing of the Bike O-lock Blockade. The Bike must be parked in line with traffic regulations, not hindering bike, road or pedestrian traffic. Bike Returns to the place other than the TRM Station shall involve calculation of additional fee in accordance with Appendix no. 1.
3. Bike Returns of non-standard bikes are carried out in accordance with the principles set out in Appendix no. 2.
4. In the event of any difficulties with the TRM Bike Return, the Client is obliged to contact BOK, while remaining by the Bike.

5. The Client is responsible for the correct Bike Return and for securing the Standard Bike. Failure to adhere to this obligation may result in:
 - a. calculation of fees for the use of a Bike in accordance with the Price List, and in case of rental exceeding the maximum Rental Duration, calculation of an additional fee in accordance with Appendix no. 1 of the Terms of Service,
 - b. calculation of contractual penalty for loss, theft or damage of a Bike, in accordance with Appendix no. 1 to the Terms of Service,
 - c. charging a fee for returning the Bike in a place that is difficult to access (hardly-accessible locations are understood as e.g. closed parking lots at shopping centres, gated communities, private properties and other difficult to access places, e.g. dense bushes, canals, all garages and closed rooms, roofs, etc.), in accordance with Appendix No. 1 of the Terms of Service,
 - d. charging the fee for abandoning the Bike the Area of Usage, in accordance with Attachment No. 1 to the Terms of Service,
 - e. calculation of the fee for leaving the rented Bike without protection in accordance with Appendix no. 1. of the Terms of Service.

Fees sum up.

6. Fees specified in Chapter X point 4.b may be decreased, as appropriate, at the request of the User should a Bike be found within 30 days from the date of reporting its loss.
7. The Client is responsible for properly returning and securing the Custom Bike. Failure to do so may result in additional fees being charged in accordance with Appendix no. 3.

XI. Failures and repairs

1. Any failures should be reported by phone to BOK TRM or in the Mobile Application immediately after the failure is noticed. In case of any failure preventing further riding, the Client is obliged to stop and notify BOK TRM by phone and, if possible, escort the Bicycle to the nearest TRM Station.
2. Self-repairs, modifications or replacements of any parts within the rented Bike are forbidden. The only authorized entity to perform these actions is TRM Service.
3. We recommend that the Client should be able to contact BOK TRM at all times during the Bike rental period.

XII. Blockade of User Accounts.

1. The Operator reserves the right to temporarily block Client's account in the TRM system in case of non-compliance with the conditions of bike use specified in the hereby Terms of Service.
2. In particular, the account blockade may occur, when the Client:
 - a. failed to provide personal data specified in Chapter VI of the Terms of Service,
 - b. uses the Bike not in compliance with its designation,
 - c. leaves the Bike unsecured in the course of its Rental.
3. Account Blockade may also occur in case when the Bike has been lost post its Rental.
4. In case of Account Blockade due to circumstances for which the Client bear responsibility, the means for the unused time under the Subscription plan for this Client may be allocated towards additional fees.
5. Permanent Blockade of Client Account prevents any future setting up of subsequent Accounts and constitutes termination of Agreement with the Client due to his/her fault.

XIII. Complaints

1. Complaints are Users' expressions of dissatisfaction with the System or with the course of process related to the provided service.

2. Complaints ought to contain at least such data as: first name, surname, address, telephone number, allowing for Client identification. In case of lack of data that would enable identification of a Client, the Operator will leave such submission unattended.
3. All complaints concerning the services provided on the basis of the Terms of Service may be submitted:
 - a. via electronic means to the email address indicated in Chapter I point 3.
 - b. via electronic means through the contact form available on the website,
 - c. through Mobile Application,
 - d. via telephone,
 - e. via registered letter to the address of the Operator, specified in Chapter I point 3
 - f. in person at the premises of the Operator.
4. If data contained within the complaint require supplementation, the Operator requests that the complaining person supplements the complaint within the indicated scope prior to reviewing the complaint. Prior to considering complaints, the Operator may also turn to the Client with a request to supplement, at a designated time, data on the Account, indication of which is required by the provisions of the Terms of Service. In case of lack of data the Operator will leave such submission unattended.
5. The recommended term for submission of complaints amounts to 7 days from the date of occurrence of the event which constitutes the cause of a given complaint.
6. Submitting a complaint does not release the Client from the obligation of a timely realization of the obligations towards the Operator.
7. The Operator shall process a complaint within 14 days from the date of obtaining it and in case of matters of more complicated nature, this period may take up to 30 days. In case of the necessity to supplement the complaint the term for reviewing the complaint commences on the day of receipt of documents by the Operator which supplement the complaint or which provide additional explanations/information. In case of an inability to meet the deadline for the review of a complaint, the Operator will inform the Client of any delays, indicating the cause of a delay (circumstances which must be established) and an expected term for the review of the complaint.
8. Response to a complaint shall be posted to the Client via electronic post or traditional post to the correspondence address in a manner specified in the complaint. The Operator may post a response to an alternative address / email address indicated by the Client submitting the complaint within the correspondence.
9. The Client may appeal against a decision issued by the Operator. The appeal will be considered within 14 days of its receipt by BOK TRM. The appeal ought to be submitted in one of the following manners:
 - a. via electronic means to the email address indicated in Chapter I point 3.
 - b. via electronic means through the contact form available on the website,
 - c. via registered letter to the address of the Operator, specified in Chapter I point 3.
 - d. in person at the premises of the Operator.
10. The Client may:
 - a. refer the appeal against the Operator's decision directly to BOK TRM within 14 days from the date of receipt of the response to the complaint,
 - b. launch court actions against the Operator before the relevant general court.

XIV. Termination of Agreement

1. Withdrawal from Agreement:
 - a. The Client may withdraw from the Agreement concluded with the Operator – pursuant to the provisions of law, without giving any reason, within 14 days from the date of its conclusion.

The deadline shall be deemed met if, before its expiry, the Client sends a statement of withdrawal from the Agreement to the Operator.

- b. The Client may withdraw from the Agreement by:
 - i. via an email address of the Operator indicated in Chapter I point 3 of a written statement on withdrawal from Agreement. Sample document may be found at (<https://nextbike.pl/wzor-oswiadczenia-o-odstapieniu-od-umowy>).
 - ii. sending via registered letter to the address of the Operator, specified in Section I point 3 of a written statement on withdrawal from Agreement. For this purpose, the Client may use the withdrawal form contained in Annex no. 2 to the Act of 30 May 2014 on Consumer Rights (Journal of Laws 2024, item 1796 as amended) , however, this is not
- c. In case of withdrawal from the Agreement, the Agreement is treated as non-concluded. In case of withdrawal from the Agreement each party is obliged to return to the other party all the items it obtained on the basis of the Agreement. The return of services occurs no later than within 14 days from the day of receipt by the Operator of the declaration regarding withdrawal from the Agreement. In the case of Long-Term Bike Rental (DWR), the refund amount is calculated in proportion to the scope of the service provided, counting from the moment of receipt of the non-standard Bike by the Operator. Payment reimbursement is performed by means of the same methods of payment which were used by the Client in the course of initial transaction unless the Client indicates another solution within the declaration of withdrawal from Agreement. Other solutions ought to be indicated by the Client within the submitted declaration.
- d. Should, pursuant to the demand of the Client, the execution of service commence prior to the expiry of the term of withdrawal from Agreement, the User is obliged to pay for the services fulfilled until the moment of withdrawal from Agreement. The reimbursement of means remaining on the account occurs no later than within 14 days from the day of receipt by the Operator of the declaration regarding withdrawal from the Agreement.

2. Termination of the Agreement upon application of the Client

- a. The Client has the right to terminate the Agreement. Termination may be submitted by the Client in the following manner:
 - i. via electronic means to the email address indicated in Chapter I point 3.
 - ii. via electronic means through the contact form available on the website,
 - iii. via registered letter to the address of the Operator, specified in Chapter I point 3.
 - iv. in person at the premises of the Operator.
- b. Termination of the Agreement ought to contain such data as: first name, surname, telephone number linked to the Client Account, bank account number (in cases specified in Chapter XIV point 2.e. and first name and surname of the bank account owner.
- c. The termination of Agreement takes effect immediately, within 14 days from the date of receipt of the termination by the Operator. Liquidation by the Operator of Client Account within the TRM System shall be the result of Agreement termination.
- d. Prior to terminating the Agreement the Client is obliged to top up the means on the Client Account to reach the balance of 0 PLN. Termination of Agreement in a situation where Client Account balance is negative shall remain without effect on the Operator's right to pursue the amount equal to the unsettled liabilities of the Client for the Operator's provision of services.
- e. If the funds on Client Account exceed 0 PLN on the day of Agreement termination they will be reimbursed to the bank account indicated by the Client in the application form unless the Client consented to an alternative solution within the Agreement termination. Other solutions ought

to be indicated by the Client within the submitted declaration. The reimbursement of funds shall occur within 14 days from the date of receipt of the termination of Agreement. In case when reimbursement of funds is related to the necessity of incurring additional costs on the side of the Operator in the form of transfer costs, these costs shall be deducted from the means to the reimbursement of which the Client is entitled.

- f. In the case of an ongoing Long-Term Rental of a Custom Bike (DWR), the refund of any unused funds paid for the Long-Term Rental of a Custom Bike (DWR) will be made to the bank account indicated by the Client in the application, in an amount proportional to the unused Rental period, calculated from the moment the Custom Bike is returned by the Client and picked up by the Operator, after settling any outstanding amounts in accordance with Appendix no. 3. The refund will be made within a maximum of 14 days from the date the Custom Bike is picked up by the Operator.

3. Termination of the Agreement by the Operator:

- a. The Operator may terminate the Agreement subject to the 7-day notice period (seven days) in the event of occurrence of a significant cause, such as in particular: liquidation of the TRM System or ceasing of operations or change of the scope of TRM System operations.
- b. Termination of Agreement for the provision of services via electronic means by the Operator shall occur through sending a statement of termination of Agreement for the provision of services via electronic means to the electronic post address of the User specified in Client Account or via submission of a declaration to the User in any other manner.
- c. In case when Client Account is liquidated, provided that the means on Client Account exceed PLN 0 on the day of Agreement termination, these shall be returned to the bank account specified by the Client. Reimbursement of funds shall occur within the maximum of 14 days from the date of receipt of notification concerning the manner of reimbursement of these funds.
- d. In the event of termination of the Agreement by the Operator and the cancellation of the Client Account, provided the Client has an active Long-Term Custom Bike Rental (DWR), any unused funds paid towards the DWR will be refunded in proportion to the unused rental period, calculated from the moment the Custom Bike is returned by the Client and picked up by the Operator, to the bank account number provided by the Client, after settling any outstanding balances in accordance with Appendix no. 3. The refund will be made within a maximum of 14 days from the date the Custom Bike is picked up by the Operator.

XV. Final provisions

1. The acceptance of the hereby Terms of Service and Rental of the Bike is equivalent to: a declaration of the health state which ensures safe movement on the Bike; ability to ride a Bike; possession of permissions required by the provisions of law and knowledge of road traffic provisions.
2. The Operator reserves the right to terminate the Agreement with a notice of 14 days in case the Client breaches the provisions of the hereby Terms of Service (i.e. lack of acceptance of the new Terms of Service, non-return of a bike at the required time) while the Client is entitled, in respect of the Operator, to submit claims related to the return of means on the Client Account, provided that they were not used by the Operator previously to cover the payable liabilities chargeable to the Client.
3. In the event of services of permanent nature (i.e. account maintenance) the Terms of Service may be modified due to a significant cause, such as:
 - a. change of legal regulations or their interpretation justifying the need for changes in the Terms of Service,
 - b. change in the service, including in the scope or manner of its provision,
 - c. introduction of a new service,
 - d. discontinuation of provision of services entirely or partly,

- e. reasons related to privacy protection, safety and prevention of abuses,
- f. removal of potential doubts or interpretation ambiguities,
- g. change of data specified in the Terms of Service, including the Operator's data.

Any modifications come into force within 14 days from the date of notifying the User of changes to the Terms of Service through publishing them on the internet website and sending them to the User's email address. In the event of lack of acceptance of changes in the Terms of Service, the User may terminate the Agreement effective immediately by submitting the statement of termination no later than within 14 days from the date of being notified of changes in the Terms of Service.

4. In the event of services of one-off nature (i.e. single ride) or services paid upfront, in each case the version of the Terms of Service valid at the moment of ordering the service is binding in each case.
5. For all matters unresolved in the hereby Terms of Service the binding legal provisions shall apply, and in particular, the provisions of the Civil Code and the Act on Road Traffic.
6. In case of any discrepancies between the Polish and the foreign language version of the Terms of Service, the Polish version of the document shall prevail.

Appendix no. 1 Pricelist and Table of Additional Fees

1. Pricelist for Bikes in the TRM System		
Fee for Bike Rental	Duration of Rental	Gross value
	from 1 to 15 minutes	PLN 1
	from 16 to 60 minutes	PLN 2
	from 61 to 120 minutes	PLN 4
	from 121 to 180 minutes	PLN 6
	Per each subsequent hour	PLN 7
Fee for exceeding the 12-hour limit of rental		PLN 200
Fee for theft, loss or damage of bike		PLN 3,900

Fees sum up.

2. Subscription Plan			
Name	Duration of validity	Number of minutes	Gross value
Tourist Tariff 24h	24 hours	1,440 min/day	PLN 17

3. Additional fees	
Initial fee	PLN 20
Leaving the Bike outside a TRM Station within the Area of Usage (Paid Return)	PLN 20
Leaving the Bike outside a Station beyond the Area of Usage	PLN 500
Bike Return in a hardly accessible place	PLN 100
Removal of applied protections	PLN 200
Leaving the rented Bike without securing it	PLN 300
Non-authorized ride	PLN 100
Transporting the Bike by car or by other transport means owned by private persons	PLN 50

Additional fees sum up..

4. Other	
Bonus for escorting the Bike to the TRM Station after renting it from outside the TRM Station (Premium Return)	PLN 5

Appendix no. 2: General Terms and Conditions for Long-Term Bike Rental (DWR)

1. The Operator allows for Long-Term Rental of a Custom Bike for a TRM System Client for a period longer than the Rental Period. In the case of Long-Term Rental of a Custom Bike, the Client may only rent one bike at a time. In the case of Cargo Bikes, group rentals are permitted, with the number of bikes available for group rental determined individually with the Operator depending on fleet availability and the group's needs.
2. Long-Term Rental of a Custom Bike is possible if:
 - a. The Client meets the conditions specified in Chapter VI, point 7.
 - b. The Client has integrated the Toruń City Card "JO" with the Client Account in the TRM System.
 - c. In the case of an electric bike, the Client has paid the full rental fee via the Tpay payment link provided by the Operator.
 - d. The Client is at least 18 years of age and presents a valid ID to the Operator's representative upon collection of the custom bike.
3. Rental Period:
 - a. Electric Bike – from 1 to 26 weeks,
 - b. Cargo Bike:
 - i. Individual mode – from 1 to 7 days,
 - ii. Cooperative mode – minimum 1 month.

The Custom Bike must be returned in accordance with the rental period declared in the application.

4. The Operator allows reservations for Custom Bikes with no more than 24 hours' notice. Reservations for a Custom Bike can be made via the contact form available on the Website. For reservations of electric bikes, after completing and submitting the form, the Operator will send the Client a Tpay payment link for upfront payment of the full rental fee.
5. If the Long-Term Rental of a Custom Bike cannot be completed due to, for example, exceeding the pool of bikes designated for DWR, the Operator will notify the Client and determine whether they wish to use the DWR service for a period other than the one indicated in the application.
6. Cancellation of a Long-Term Rental of a Custom Bike is possible no later than 12 hours before the scheduled pickup time of the Custom Bike. Otherwise, an additional fee will be charged in accordance with Appendix no. 4.
7. Custom Bikes can only be picked up at the location designated by the Operator: ul. M. Skłodowskiej-Curie 73, 87-100 Toruń. Signed collection protocol constitutes a confirmation of release and return (Appendix no. 4).
8. Failure to collect the Custom Bike from the collection point on the agreed date will result in the inability to use the rental on that date. In the case of an Electric Bicycle, if the full rental fee has been paid in advance, a refund may be granted at the Client's request. If the Client wishes to use the rental on a different date, the Client should re-book the rental in accordance with Point 4 of the hereby Appendix.
9. Return of the Custom Bike is possible at the pickup point (ul. M. Skłodowskiej-Curie 73, 87-100 Toruń) and on the date confirmed with the Operator. Detailed rules have been specified in the Custom Bike Collection Protocol – Long-Term Bicycle Rental (DWR), constituting Appendix no. 4. The Custom Bicycle will be collected by a representative of the Operator. The Custom Bike should be returned with all accessories, clean and undamaged. Missing accessories or the improper condition of the custom bike, as determined by the return protocol, will result in additional fees being charged in accordance with Appendix no. 3.
10. The Client may request an early return of the Custom Bike. Requests must be submitted at least 24 hours in advance and will be reviewed individually by the Operator. If the required notice is not given

or the return is not agreed upon with the Operator, early return of the custom bike will constitute cancellation of the contract and will result in the application of a fee in accordance with Appendix no. 3.

- 11.** Failure to return the custom bike by the specified deadline will result in an additional fee being charged in accordance with Appendix no. 3. In exceptional circumstances, the Operator may agree to extend the return deadline for a Custom Bike. In such a case, please contact the BOK TRM directly.
- 12.** The Client is obligated to make the Custom Bike available for technical inspections at times individually designated by the Operator, at least twice a year.
- 13.** If a malfunction is detected, the Client is obligated to discontinue use of the Custom Bike and immediately contact the BOK TRM.
- 14.** Any modifications, repairs, or tampering with the mechanical or electronic components of the Custom Bike are prohibited.
- 15.** Riding on surfaces not intended for cycling (including, in particular, skatepark riding, stunt riding, etc.) and transporting third parties in a manner inconsistent with road traffic regulations and these Terms of Service is prohibited, under penalty of additional fees in accordance with Appendix no. 4.

Appendix No. 3 Price List and Table of Additional Fees – Long-Term Bike Rental (DWR)

1. Pricelist for Electric Bikes		
Fee for Bike Rental	Each commenced week	PLN 20
Fee for theft, loss or damage of the Bike		PLN 16,000

Fees are cumulative.

2. Pricelist for handbike type of the Bike		
Fee for Bike Rental	From 1 hour to 168 hours (1 week)*	PLN 0
Fee for theft, loss or damage of the Bike		PLN 16,000

*Cargo bikes are available free of charge for both individual rentals (from 1 to 7 days) and cooperative rentals (minimum 1 month).

Fees are cumulative.

3. Additional fees*	
Technical inspection of the electric bike or cargo bike (at least twice a year) – in accordance with the scope specified by the Operator	PLN 0
Delay in returning an Electric Bike or Cargo Bike	PLN 100/ day
Loss, damage of the battery	PLN 2,700
Loss, damage of the charger	PLN 600
Loss, damage of the blockade	PLN 600
Returning a dirty Bike	PLN 50
No-show or cancellation of a service appointment (twice)	PLN 50
Using the Bike in breach of the Terms of Service	PLN 200
Return of a damaged Bike, including scratched components, rusted components, dents, broken cables, damaged pedals, shifters, and other visible damage confirmed by the Bike handover/return protocol	Individual pricing
Premature termination/termination of the agreement	PLN 200
Using the Bike contrary to its intended purpose (in particular, riding in a skatepark, stunt riding, or riding on a surface not intended for this purpose, resulting in damage to the Bike)	PLN 500
Transporting others in a manner inconsistent with the Terms of Service	PLN 300

Leaving the Bike in a non-public place (including garages, private properties, enclosed cemeteries, basements, buildings, cars)	PLN 500
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Additional fees are cumulative.

Appendix no. 4: Non-Standard Bike Collection Protocol – Long-Term Bike Rental (DWR)

PART 1 – RELEASE OF THE BIKE TO THE CLIENT

Client particulars:

First name and surname	
Address of residence	
Date of birth	
Telephone no.	
The Client meets the conditions for using DWR in accordance with Appendix No. 2 to the TRM System Terms of Service.	<input type="checkbox"/> YES <input type="checkbox"/> NO

Bike Information

Type of Bike:	<input type="checkbox"/> Electric Bike <input type="checkbox"/> Cargo Bike
Rental mode (cargo):	<input type="checkbox"/> Individual daily mode (1–7 days) <input type="checkbox"/> Cooperative mode (min. 1 month)
Bike Identification Number:	
Frame serial number:	
Date and time of release:	
Place of release:	
Planned date of return:	
Scheduled technical inspection dates <i>(concerning Electric Bikes and Cargo Bikes in cooperative mode)</i>	Overhaul 1: Overhaul 2:

EQUIPMENT PROVIDED TO THE CLIENT

Electric bike (complete if ELECTRIC BIKE is selected)

Subject	Released	Comments
Electric Bike (serial no.:)	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Battery	<input type="checkbox"/> YES <input type="checkbox"/> NO	
loaders,	<input type="checkbox"/> YES <input type="checkbox"/> NO	

Key to the battery	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Safety lock with chain/cable (min. 70 cm	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Security lock key	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Total counter (non-resettable)	<input type="checkbox"/> YES <input type="checkbox"/> NO	
User Manual	<input type="checkbox"/> YES <input type="checkbox"/> NO	

Cargo bike (complete if CARGO BIKE is selected)

Subject	Released	Comments
Cargo Bike (serial no.:)	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Battery	<input type="checkbox"/> YES <input type="checkbox"/> NO	
loaders,	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Key to the battery	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Safety lock with chain/cable (min. 70 cm)	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Security lock key	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Total counter (non-resettable)	<input type="checkbox"/> YES <input type="checkbox"/> NO	
User Manual	<input type="checkbox"/> YES <input type="checkbox"/> NO	

TECHNICAL STATE UPON RELEASE

Element	Status	Comments
Bike frame	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
Wheel/tyre	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
Front brake	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
Back brake	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
Front lights (LED)	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
Back lights (LED)	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
Handlebars	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
Saddle and seat post	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
Drive (chain/belt/shaft)	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
Blockade	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	

Basket/mudguards	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
GPS/GSM module	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
Electric power support (engine)	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
Other remarks:		

BATTERY STATE UPON RELEASE

Parameter	Value	Comments
Level of battery loading (%) %	
State of battery indicator	<input type="checkbox"/> Fit <input type="checkbox"/> Defect	
Bike computer (km)(km)	

PHOTOGRAPHIC DOCUMENTATION - EDITION

Photographic documentation:	<input type="checkbox"/> Documentary photos taken Number of photos:
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CLIENT DECLARATION

I declare that I have read the TRM Terms of Service, have received a complete and functional bicycle with all accessories, confirm its functionality and completeness, and undertake to use it for its intended purpose.

(Client's legible signature - confirmation of receipt of the bicycle)

(Legible signature of the Operator's representative - confirmation of handover of the bicycle)

PART 2 - BIKE RETURN BY THE CLIENT

CLIENT AND BIKE DETAILS

First name and surname:	
Bike Identification Number:	
Date and time of Return:	
Place of Return	

EQUIPMENT RETURNED BY THE CLIENT

Electric Bike (complete if ELECTRIC BIKE is selected)

Subject	Released	Comments
Electric Bike (serial no.:)	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Battery	<input type="checkbox"/> YES <input type="checkbox"/> NO	
loaders,	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Key to the battery	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Safety lock with chain/cable (min. 70 cm	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Key for security lock	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Total counter (non-resettable)	<input type="checkbox"/> YES <input type="checkbox"/> NO	
User Manual	<input type="checkbox"/> YES <input type="checkbox"/> NO	

Cargo Bike (complete if CARGO BIKE is selected)

Subject	Released	Comments
Cargo Bike (serial no.:)	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Battery	<input type="checkbox"/> YES <input type="checkbox"/> NO	
loaders,	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Key to the battery	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Safety lock with chain/cable (min. 70 cm	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Key for security lock	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Total counter (non-resettable)	<input type="checkbox"/> YES <input type="checkbox"/> NO	
User Manual	<input type="checkbox"/> YES <input type="checkbox"/> NO	

TECHNICAL STATE UPON RETURN

Element	Status	Comments

Bike frame	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
Wheel/tyre	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
Front brake	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
Back brake	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
Front lights (LED)	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
Back lights (LED)	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
Handlebars	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
Saddle and seat post	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
Drive (chain/belt/shaft)	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
O-lock Blockade	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
Basket/mudguards	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
GPS/GSM module	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
Electric power support (engine)	<input type="checkbox"/> OK <input type="checkbox"/> DEFECT <input type="checkbox"/> MISSING	
Other remarks:		

BATTERY STATE UPON RETURN

Parameter	Value	Comments
Level of battery loading (%) %	
State of battery indicator	<input type="checkbox"/> Fit <input type="checkbox"/> Defect	
Bike computer (km)(km)	

PHOTOGRAPHIC DOCUMENTATION - RETURN

Photographic documentation:	<input type="checkbox"/> Documentary photos were taken Number of photos:
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BIKE CONDITION ASSESSMENT *(to be completed by the Operator's representative)*

Bike returned clean:	<input type="checkbox"/> YES <input type="checkbox"/> NO
Return to the relevant point:	<input type="checkbox"/> YES <input type="checkbox"/> NO
Defects/damage identified:	<input type="checkbox"/> NO <input type="checkbox"/> YES (description below)
Description of defects/damage:	

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I declare that I have returned the bicycle and all equipment provided to me and that I have no objections to the content of this report, unless indicated above.

_____)
(Client's legible signature - confirmation of bicycle return)

_____)
(Operator representative's legible signature - confirmation of
Bike collection)