

# SALE CONTRACT

Date: ..... / ..... / 2017

## BIKE INFO

Sale of ..... Plate: ..... Price: .....

Number of kilometers on the bike at point of sale.....km

Warranty duration: .....

Note on the bike: .....

## CUSTOMER INFO

Name:..... Nationality:.....

Email:..... Phone:.....

## PAYMENT INFO

Paypal amount: ..... Cash amount: .....

Stripe amount: ..... Transferwise/banktransfer: .....

### Ownership

The blue card will be given to the customer, and the customer is the full owner of the motorbike. The blue card is enough evidence in Vietnam to prove ownership - however this card can not have the name changed. If the bluecard is lost it can not be replaced.

All expenses and maintenance after the stated warranty is over are the responsibility of the customer. After the warranty period is over Tigit is no longer responsible for after service. This includes general maintenance, use of our mechanic shop and any other problems that may occur whilst living in Vietnam such as dealing with police.

### Fees

Customer is responsible for online transaction fees. Card payments through Stripe, Paypal or Transferwise.com are possible with a conversion to British pounds. Please request our payments.pdf for more details.

### Guarantee

If the bike has a problem within the warranty period, the customer is expected to bring the motorbike back to Tigit Motorbikes for a service. We will not refund customers who attempt to fix the motorbike in other mechanic shops.

To use the Tigit Warranty the customer must change the oil every 1000km in official manufacturer stores. Please provide a receipt or a picture of both the oil change and speedometer at the time of the oil change.

Providing customer has receipt or picture then Tigit will be responsible for any damages to the engine. Failing to change the oil in official stores voids our guarantee as backstreet mechanics often use fake or low quality oil. If there is no evidence of an oil change in an official store, and the engine is damaged Tigit has the right to refuse responsibilities of our warranty. The customer

is responsible for expenses of **oil changes, flat tires and inner tubes**. Please check tire quality at the point of sale.

### **Callouts**

If the bike has run out of gas a 200,000VND callout will apply. We are not responsible for checking the fuel gauge accuracy. Please inform us if it is not working properly.

Callouts where a mechanic can easily kick start the bike will be charged at 100,000vnd.

Phone support and callouts are open from **9-5pm and closed on sundays**.

If the bike stops working out of hours then please park it in a sensible security place such as an apartment complex basement and arrange a callout within working hours.

We are not responsible for taxi fares.

Lost parking tickets or other random events will be charged at 100,000(within 5km)-200,000vnd( within 10 km) per trip made. Parking tickets can take several attempts to retrieve the motorbike.

### **Flat Tires**

Flat tires do not justify a callout. Customers are responsible for fixing a flat. Flat tires should cost 20-50,000vnd to fix or 80-100,000vnd to replace innertubes on the roadside.

Do not blame us for flat tires

### **After service**

Tigit will help maintain and look after the bike within the warranty period. After the warranty has finished Tigit is no longer obligated to maintain and fix the motorbike. The customer should try and find a mechanic that they trust.

### **Comparing the market**

The customer should compare market prices before purchase. Understand the motorbike and price they are paying and not attempt to get upset months/years down the line at the original price paid.

Upon signing this contract the customer agrees that the purchase price at the point of sale is reasonable!

### **Changing bikes/ plans and cancellations**

Customer may cancel and return the motorbike at any point within the warranty period. The customer will be billed at normal monthly rental prices for the specified model (please check website).

### **Buying the motorbike back.**

Tigit has no obligation to buy the motorbike back. We do not know the condition of the bike when returned, the state of market prices, what bikes we buy/sell in the future and we also have an obligation to our suppliers to provide a reasonable turn over.

### **Working Hours**

Open Monday to Saturday, 9 until 5pm. Please respect our working hours. If the bike stops working out of hours then please park it in a sensible security place such as an apartment complex basement and arrange a callout within working hours.

Thanks for understanding!

**Customer Signed**

**TIGIT**