

## MOTORBIKE CITY RENTAL CONTRACT

Date: ..... / ..... / 2017 - Time: ..... - .....

### BIKE INFO

Renting of bike ..... Plate: ..... Price: .....

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

**Limit km : 1000km/ month or 33 km/day**

Monthly rental price: .....vnd/ month

Borrow .....helmet(s), charge if lost for each: \$10

### PARTY A : DNTN TIGIT MOTORBIKES

Đại diện bởi/Representative : Mrs. Duong Thi Thuy Tuyen

Chức vụ/Position : Giám Đốc/ Director

Địa chỉ/Address : 131 Nguyễn Khoái, Phường 1, Quận 4 , HCM  
06 Dinh Ngang, Hoan Kiem, Hanoi.

Điện thoại/Telephone : +84 1288 75 80 55

MST/Tax code : 0312904610

### PARTY B (CUSTOMER)

Name: .....

Country:..... Passport No.:.....

Visa expires:.....

Phone number:.....

Email address:.....

Address:.....

Working place: .....

Passport Deposit

Cash Deposit:.....

### Customer requirements

Tigit will not rent to customers who do not have a permanent residence. Customer must have an official office for work or study. If the customer's residence or employment status changes without informing Tigit, we have the right to cancel the contract and take the bike back. The money for the remaining days will be refunded to the customer. Customer can not lend the bike to a friend or another person without Tigit's permission. If customer violates any terms in this contract, Tigit has the right to reclaim the bike at any time.

### Damages and crashes

The customer is responsible for damages to the bike caused through crashes or other external incidents. Customer will be charged at the local mechanic rates for damages caused to the bike. Customer may choose to replace crashed parts at official Yamaha, Suzuki or Honda stores should they not trust our quote. Customer must remember to check the brakes on the bike and we will not accept braking issues as a reason for the crash. Tigit is not responsible for the driver's safety. If the bike is damaged beyond repair or stolen the customer must pay the value of the bike stated at the start of this contract.

### Buying the bike

The customer may choose to outright buy the bike at anytime for the value of the motorbike stated above in this contract. The rent paid upon signing this rental contract does not count towards the purchase of the motorbike.

### **Paying for the bike**

Customer must come to the *mechanic shop (131 Nguyen Khoai, D4)* to pay for the rental fee and for maintenance check on the bike once every month.

If the customer fails to pay on time Tigit has the right to reclaim the bike.

Tigit does not send employees to collect rental fees for free. If a customer wants the rent to be collected a fee of 100.000vnd will be charged.

We accept VND bank transfers, international transfers using transferwise.com and online credit card payments.

### **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.

If a customer cannot deal with a flat tire and requires a callout we will charge 100,000vnd + 80,000vnd for innertube. Do not blame us for flat tires!

### **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.

### **Abandoning the bike**

If the customer abandons the bike on the side of the road or has the bike confiscated by the police through parking the motorbike outside of secure parking places then Tigit will help reclaim the motorbike. We have the right to cancel the contract and the customer's deposit will be returned!

### **Fixing the bike**

Tigit will maintain and fix all elements of the bike for free apart from flat tires and fixing/replacing inner tubes.

If the bike does not start and has no electrics it is the customer's responsibility to kick start the bike and bring it to our garage when convenient. Please do not fix the motorbike with backstreet mechanics as they steal genuine parts from our bikes. We will not refund customers who attempt to fix the bike without getting our consent.

### **Travelling on the Motorbikes**

This is considered a city rental and travelling long distances on the bike voids our contract. Tigit limits mileage to 1000km a month or 30km a day. Customer will be charged \$20 per 200km over the stated 1000km of use. If customer gets stopped by the police, it is customer's responsibility to pay the fine.

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

Customer may change the bike at any time if the bike has problems. We are relaxed about changing bikes and encourage people to do so if they are not happy.

Customer has read and signed the contract and agreed to a fixed rental. The fixed rental price will not change.

If customer changes plans and returns the bike earlier than described the original rental fee stated will still apply.

### **Working Hours**

Open Monday to Saturday, 9 until 5pm. Please respect our working hours and avoid returning motorbikes on Sunday. 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!