

Long distance rental agreement - Honda Blade

Date: / / 2018

BIKE INFO

Rent of **HONDA BLADE** Plate: 77C1-..... Value of bike new: 1000USD

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

Starting date: Time:..... Pick up Location:

Expected return date: Time:..... Return Location:

Helmets: Borrowhelmets, charge if lost for each: \$10

Note on the bike:

CUSTOMER INFO

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

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

PAYMENT INFO

Refundable deposit:
Passport Cash Stripe Bank Transfer

Motorbike rental: Cash Stripe Bank Transfer

Damage Waiver: Cash Stripe Bank Transfer

Bag Transport to:
..... Cash Stripe Bank Transfer

Equipment purchases: (*buyback helmet \$5*) Cash Stripe Bank Transfer

Equipment rental items and price: Cash Stripe Bank Transfer

Total non refundable payment USD:

Deposit

The Honda Blade deposit is \$500 + rent. Tigit will refund \$500 when the motorbike is returned.

Customer must deposit at least \$100 using a major credit card provider. Tigit will charge a \$1000 deposit to customers paying without credit cards. Pre-paid credit cards are not considered as credit cards.

Attempting to sell the motorbike is considered stealing. Tigit has the right to charge and process payments equal to the value of the motorbike.

The Honda Blade below 10,000km will be charged at \$1000 total.

The Honda Blade between 10,000km and 30,000km will be charged at \$850 total.

The Honda Blade above 30,000km will be charged at \$750 total.

Daily rental start and finish same city

\$10 a day, 24 hour billable cycles.

Long Distance Hanoi/Danang/HCM

- Return within 10 days, rent = \$150
- Return within 15 days, rent = \$200
- Return within 35 days, rent = \$250
- Each additional day over a packet will be charged at \$10 per day
- Extra months (60 days, 90 days) = \$100 a month

Transport

If finishing in a city **other than** HCM, Danang or Hanoi the customer is responsible for the transport fee to our HCM or Hanoi office. Usually approximately \$40.

Fees

Customer is responsible for online transaction fees. Using stripe through the Tigit website will refund transaction fees of the deposit. Please see creditcards.PDF for more information.

Online refunds will be paid within 24 hours of returning the motorbike. HCM office issues online refunds which can cause a small delay in Hanoi related returns.

Guarantee

Tigit guarantees to refund all maintenance expenditures that occur on the journey. This excludes **oil changes, flat tires, inner tubes, and luggage racks.**

To use this guarantee:

1. Phone Tigit for support before any mechanic work is carried out.
2. Only use genuine and official Honda Stores. Keep receipts. Type “Honda head + location” into Google maps.
3. Provide evidence of oil changes every 1000km. Provide picture of oil change + KM of the bike.

The customer is responsible for fixing racks with two people to a bike, customer should check the 4 screws under the seat that attach the rack to the bike. These can become loose under strain. If the bike has a mechanical failure that cannot be fixed, Tigit will be responsible for transport expenses from the breakdown location to HCM (providing customer calls us to confirm each expense). We will send out a replacement Honda Blade. If the customer does not want a replacement bike then the customer is responsible for transport cost of the bike back to HCM. Customer will be charged per day for the use of the Honda Blade (10 usd/day).

Fixing the bike

If the customer fixes the bike outside a Honda store without our consent the customer will be responsible for paying for a checkup in a genuine Honda store and paying for any work done to the bike.

DO NOT fix or change oil for the bikes in mechanic shops that are not genuine and official Honda stores without our consent. Mechanics steal parts from the bikes and replace with low quality components and often use fake oil. DO NOT listen to random people who claim parts are broken on the motorbike.

If you feel the bike has a problem, please visit a genuine Honda store.

Crashes

If the customer crashes or drops the bike resulting in damaged mirrors or bodywork, then the customer will be fully responsible for it. The broken part of bodywork will be replaced at real Honda Head shops and the amount will be deducted from the deposit. Honda are official in Vietnam with set prices throughout the country. Customer may get a quote from Honda for replacement parts and Tigit will agree to use this as the official damage report which will later be deducted from the deposit.

Wobbly and out of line front suspension from a crash will not be “fixed”, it will be replaced at the expense of the customer.

Tigit judges replacement parts on what we feel a future customer can complain about. When renting the motorbike please check it carefully and if you feel there are major scratches then take a picture.

Please contact us when a part is damaged. It allows us to order the part in advance which stops delays at return.

Tigit is not responsible for customer safety or motorbike damage.

Value of Key \$10. Value of Bluecard \$300.

Customer changing plans

Long distance travel contracts will be charged a minimum rental of \$150 with early cancellations. Five days notice must be given before the new return date. Returns without 5 days notice will be charged \$150 + \$50 due to transport expenses and failure to allow Tigit to find a new booking. Extensions are possible with at least one week of notice.

Day rentals (start/finish same city) will be charged a minimum of 5 days with early returns.

Please respect our stock control and warn us in advance if the return date or return city changes. Sudden changes of plans can cause us to miss a booking, Tigit has the right to charge the customer compensation for booking damages.

Working Hours

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

Customer sign _____

Tigit sign _____