

RENT CONTRACT

BIKE INFO

Renting of bike model Plate: Price:

Number of kilometers on the bike at point of rent km

Starting date: Returning date:

Price per day: Total renting days: Total payment:

Helmets: Buyhelmets, buy back price:

Borrowhelmets, charge if lost for each: \$10

Note on the bike:

CUSTOMER INFO

Name: Nationality:

Email: Phone:

Residence Address:

Working Place:

Passport Deposit

Cash Deposit:

Billing

Our rental counts 24 hours as one day rent. The bike must be returned within the stated 24 hours from start time or an extra day will be charged.

It is the customers' responsibility to bring the bike back to our shop when the contract is finished. If customer wants Tigit to collect the bike, collecting fee is 5USD (within 10km).

Please note we close at 5pm and on Sundays - if you wish to return after working hours please ask us in advance.

Customers can not lend the bike to other people to borrow or use without asking Tigit.

Guarantee

If the bike has a problem, Customer is expected to phone Tigit (+841288758055) for support to ensure the bike is fixed properly and at the right prices. Failing to do so voids our guarantee. We will refund any maintenance cost done to the motorbike providing we are called in advance.

The customer is responsible for oil changes (every 1000km), gas, flat tires, inner tubes, tires, and luggage racks. Customers cannot blame on the tires' condition if the bike hits nails on the road.

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).

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!

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 genuine stores in relation to the motorbike model, and the amount will be deducted from the buyback value.

In case of a Honda XR, customer must pay Tigit's requested amount. This is likely to be significantly more than on local motorbikes.

Customer must remember to check the brakes on the bike and we will not accept braking issues as a reason for the crash.

Losing the motorbike

If the bike is damaged beyond repair or stolen the customer must pay the full value of the bike stated at the top of this contract.

Please use hotels and official parking lots at all times. Do not leave the motorcycle unattended on the side of the road.

Abandoning the bike

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

Accessories

If one key is lost, customer will have to pay \$10

Helmet is provide with the bike. Losing a helmet will cost \$10 unless stated otherwise.

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 50,000vnd.

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 100,000vnd per trip made. Parking tickets can take several attempts to retrieve the motorbike.

Customer changing plan

Customer has read and signed the contract and agreed to a fixed rental ahead of departure. The fixed rental price will not change. If customer changes plans and returns the bike early 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. We are relaxed about changing bikes if you feel the bike is not good. Thanks for understanding!

Customer

TIGIT