

## **City use Terms and Conditions**

### **Subscription based**

1. All city rentals are subscription based and charged in USD.
2. Money will automatically be charged each month while the subscription is active.
3. We no longer accept VND cash.

### **Customer requirements**

Online credit card / debit card. This is a pre-authorization hold and usually released within 7 days.

We do not accept pre-paid cards.

This is a city rental and the motorbike is designed to be used as a work commuter vehicle, not for long distance traveling.

### **Cancelling the subscription and returning the motorbike**

The subscription will be cancelled upon motorbike return. The days not used within the month will be refunded based on a per day rental for the month. This is an automatic calculation decided by the credit card processor.

### **Damages and crashes**

The customer is responsible for all damages to the motorbike. The broken parts will be replaced at genuine Honda Head shops and the amount will be deducted from the deposit.

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

### **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!

### **Callouts**

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.

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 requires customer to change the oil at our mechanic shop every 1000km.

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

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 \$10 per 200km (semi and auto) or \$20 (manual) over the stated 1000km of use. If customer gets stopped by the police, it is customer's responsibility to pay the fine.

### **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!