

doppio

TERMS & CONDITIONS
3-YEAR SERVICE CONTRACT

3-YEAR DOPPIO SERVICE CONTRACT

Besides the regular warranty on your doppio product, you have the option of purchasing a 3-year doppio Service Contract, which covers all maintenance costs caused by normal wear and tear after purchase and when using your doppio bicycle. The warranty on your doppio is also extended to 3 years.

For the duration of the doppio service contract doppio will perform maintenance and repairs on the bicycle (parts and labour) as necessary, due to normal wear and tear through regular use.

You can make use of (periodic) maintenance carried out by a doppio specialist under the following conditions:

- doppio reserves the right to determine which maintenance work is to be carried out by a doppio specialist and which you can carry out yourself. In this case you agree to use original doppio spare parts during maintenance in order to maintain the right to the doppio service contract. If you cannot prove that servicing has been carried out or if damage has been caused by the use of unauthorised doppio parts or accessories, doppio has the right to reimburse you for any costs incurred to rectify the consequences of incorrect servicing.
- Non-periodic maintenance may be dismissed as not being covered by the Service Contract if there is a failure to comply with these conditions. This also includes following the schedule for (periodic) maintenance.

In order to take advantage of the contract, doppio will store your data in an active database and only use it as far as necessary for servicing your doppio.

For this service we need to process personal data such as name, (e-mail) address, telephone number and location. You consent to this when you sign up for the service contract.

When you purchase a service contract you are required to provide accurate and complete information and to update this information for the duration of the service contract if necessary.

By providing doppio with your e-mail address and phone number you agree to us using them to inform you about the doppio service contract. It is therefore not possible to unsubscribe from communications relating to the doppio service contract, as they are intended to provide you with service, unless you cancel the doppio service contract.

The service intervals are determined by the mileage and/or time interval.

Except as stated below, the doppio Service Contract includes all services and costs related to the replacement or repair of mechanical parts subject to normal wear and tear during normal bicycle use, including, but not limited to, adjustment or lubrication of parts, replacement of brake pads, the chain, cassette, and outer tubes.

The doppio Service Contract does not apply to repair or replacement costs resulting from the following situations:

- Flat tyres, damage caused by an accident, fire or vandalism, damage to electrical parts, repair and/or replacement of parts outside the warranty period, transport costs to and from the doppio service locations
- In case the speed settings have been changed
- In case of improper use, such as delivery service
- If repair or maintenance has been done by yourself
- In case of all other parts than rotating when these are not covered by the warranty
- In the case of punctured tyres
- In case of battery fall damage
- In case of using a high-pressure sprayer (e.g. water headlight / system)
- By cycling on the beach / in the sea. (in the event of excessive corrosion)
- By mounting non-doppio "approved" accessories (e.g. self-installed tracker)
- By too heavy loading of the doppio (carriers and entire bike)
- If a technical problem has persisted for too long
- In case maintenance has been skipped
- A failure of software, an application or other third-party material by you or someone else who has used your doppio
- The result of a virus on the device that contains your doppio app
- Costs incurred because you were unable to use the bike, or costs other than the replacement of the bike.
- doppio specialists determine which parts are replaced during the maintenance service.

For maintenance and repair, whether initiated by doppio or not, you must bring the bike to the doppio shop or a location designated by doppio and bring it back. This obligation shall apply for the entire duration of the contract, even if you and the doppio shop are located at a greater distance from each other, e.g. due to a change of address of a doppio shop.

doppio has the right (but not the obligation) to repair any damage to the bike at your expense caused by circumstances for which you are responsible.

You have the right to cancel the purchase of the doppio service contract in writing within a cancellation period of eight calendar days after the conclusion of the contract.

Customers have the option to transfer the doppio Service Contract if they sell their doppio to a third party. In this case the remaining part of the doppio service contract goes with the doppio bike to the new owner, after the seller has reported the sale to doppio and it has been approved by doppio.