nextbike

CLAIM

....

     (name and surname)   (mobile number)

I hereby file a claim regarding rental of bike no. ....* on ....,

                                        (number)   (date)

from station ....

(station number/ name/ detailed address)

I rented the bike using ...., and

                   (terminal/infoline/website/ mobile app)

returned it at .... to the station ....,

          (time)   (station number/ name/ detailed address)

in the following manner ....

        (detailed description as to how the bike was returned)

Total rental time was .... and I challenge the fee accrued in the amount of

                     (hh:mm)

..............................., because ....

      (amount)   (claim reasoning)

* If you wish to file a claim concerning a rental of more than one bike, please enter their numbers separated by commas in bike no. box of the form.

INITIAL FEE RETURN – ACCOUNT CLOSING

....

(name and surname)   (mobile number)

I hereby request a return of my initial fee deposited on ....*

                        (date)

(* please attach banking transfer confirmation)

Should the initial fee be deposited by anyone else than the Nextbike system account owner, please specify the data of the payer: name, surname, address, bank account number.

BICYCLE FAILURE

………………….. ………………..

(name and surname) (mobile number)

I would like to report a failure of your bike no. ………….. . I noticed the failure at station

(number)

……………………………………………………………………………………..,

(station name/ number/ detailed location)

when I tried / processed / fishished bike rental on

………………………………………………………………….

(date and time)

Failure/damage description: ………………………..…..………………………..

(part of bike/ type of damage/failure)