

eBee Nyuki Serviced Rental

2024



eBee e-bicycle specifications

Frame	<i>Mid-step unisex size 51</i>
Gears	<i>7-speed Microshift</i>
Front fork	<i>26" 80mm Spur Suspension</i>
Tire	<i>Ralson 26" radius x 2.125" width</i>
Brakes	<i>Mechanical disk brakes 180mm</i>
Motor	<i>Rear wheel motor 36V 250W</i>
Top speed	<i>30Km/h</i>
Battery range	<i>80-100Km on a single charge</i>
Display	<i>S2 including USB charger</i>
Charger	<i>20%-80% in 2.5h</i>

OFFERING

A rental that always keeps your fleet moving. We provide you with unlimited use of:

- 1x eBee electrical bicycle
- 1x XL Battery + Charger
- 1x Helmet
- 1x Lock + 1 Key
- And service!

All goods delivered under the contract are on a rental basis, this means that all goods will need to be returned to eBee at the end of the contract. Goods not returned or returned damaged, will be charged at cost.

TERMS AND CONDITIONS

eBee serviced rental is **only** available for businesses that comply with the following conditions:

1. Are in the possession of a Business registration certificate
2. Are in the possession of a RRA TIN (a Business TIN or personal TIN with VAT obligation)
3. The business is located with a physical location in Kigali City and the Business has its operations within Kigali City boundaries.
4. Customer will pay for deposit and first rental period in full before the rental
5. Must present the riders to eBee training center before Leasing period commences
6. Pass eBee's KYBP(Know your Business Partner)
7. eBee has the right to KYC all riders presented for training and black list any rider not passing the eBee KYC

Pricing:

<i>Nyuki - monthly rental with rider (prepaid)</i>	200,000 Rwf per bike, per month ex VAT
<i>Nyuki – monthly rental with no rider (prepaid)</i>	100,000 Rwf per bike, per month ex VAT
<i>eBx – monthly rental (Prepaid)</i>	65,000 Rwf per bike, per month ex VAT

Service

What is included in the e-bike service?

- *Electrical failure during normal operations*
- *All repairs and maintenance due to wear and tear under normal usages. This includes:*
 - *brakes*
 - *gears*
 - *tyres*
- *Lubrication and cleaning of parts*
- *Swapping of e-bicycle: if eBee is not capable of repairing or servicing a bike within **24 hours (excluding Sundays) from the bike arriving at the service station**, the customer will be issued with a replacement bike.*
- *A customer must **always** come to the eBee service station for servicing. eBee will not pick-up bikes for repair (even in cases of Accidents). Otherwise the Cost of transportation will be cross charged to the clients account.*

What is NOT included?

- *Overnight storage of bikes*
- *Damage and cost because of an accident (total loss) or theft (please see paragraphs for Damage and Theft).*
- *Damage and cost because of careless use of the bike, (please see paragraph of Damage and Theft).*
- *It's not allowed to make modifications to the bike.*
- *eBee only services the bike when customer paid all the invoices*
- *eBee does **not offer roadside service** unless there is absolutely no other way for the bike to come back to the eBee service center. This means the bike can't be cycled with battery, can't be cycled normally without battery, or can't be pushed by hand while walking. This means that we only pick-up a bike if there has been a major accident that makes the bike absolutely unrideable.*
- *eBee's service promise is to fix the bike (or swap for a new one) within 24 hours of the bike arriving at the service station. Customers are not entitled to any reimbursement or refunds within those 24 hours.*

Theft and loss

All eBee bikes are fitted with a tracker and remote power cut-off, which means we have visibility and can track bikes once they are reported stolen or lost. The following procedure needs to be followed once a bike or parts of the bike (including battery) have been notified as stolen or lost:

- The customer has to report the bike as stolen to eBee immediately by calling **+250 789 222 645**.
- eBee will then share the live location of the bike and switch the bike off.
- The customer will have 48 hours from the moment the bike is reported as stolen to locate and retrieve the bike.

In case the bike is not retrieved within 48 hours from report of being stolen:

- The customer has to report the bike as stolen and retrieve a police report.
- If the customer is not able to present a valid police report of the stolen items within 72 hours from the theft being notified, the customer will have to pay 100% of the value of the bike or stolen parts.
- In the case of theft of the battery while it was not locked. Customers will be responsible for 100% of the cost. All keys will have to be handed over to eBee to prove that the battery was locked.
- If the customer can show a valid police report the customer will bear the risk of 50% of the value of the bike. Values of the various parts are listed below.

Damage

- The customer is 100% responsible for damages as a result of accidents by the rider of the bike.
- The customer is 100% responsible for damages as a result of careless or reckless driving by the rider of the bike.
- Included in the fee is only:
 - *Electrical failure during normal operations*
 - *All repairs and maintenance due to wear and tear under normal usages.
This includes: brakes, gears, tyres*
 - *Lubrication and cleaning of parts*

Use of the bike

- It is mandatory for Riders to always wear a helmet and reflective vests while riding the bike. If riders are spotted without these safety measures, the bike will be repossessed.
- When the bike is idle for more than one hour, the battery should be removed from the bike. If the battery is not removed and the battery.
- Always shift to a lower gear before a traffic light or hill to increase energy efficiency.
- Increase the range of the bike by cycling in mid or lower support modes
- Abide by all traffic rules and regulations
- Keep tire pressure at 2.5bar constantly. Check and pump your tires regularly.
- Don't carry more than 50KGs of payload on the bike. Don't carry passengers on the bike.