

eBee Serviced Rental



ELECTRIC BICYCLE SPECIFICATIONS

BIKE

	Nyuki	eBX
Frame	Mid-step unisex size 51cm	Mtb style unisex 47cm
Gears	7-speed Microshift	7- speed Shimano Tourney
Front Fork	26" 80mm Spur Suspension	27,5" 80mm Spur Suspension
Tire	Ralson 26"	Ralson 27.5"
Brakes	Mechanical disk brakes 180mm	Mechanical disk brakes 180mm
Motor	Rear wheel motor 36V 250W	Rear wheel motor 36V 250W
Top Speed	33Km/h	33Km/h
Display	Battery indicator and USB charger	Battery indicator and Assist level

BATTERY

	Large	XL
Capacity	36V - 11.6Ah - 417.6Wh	36V - 17.4Ah - 626.4Wh
Radius Eco	90KM	60KM
Radius Normal	80KM	50KM
Radius Sport	70KM	40KM
Charging time	3 - 4 hours	4 - 5 hours



OFFERING

A rental that always keeps your fleet moving that includes:

- *eBee electric bicycle*
- *XL Battery + Charger*
- *Helmet*
- *Lock + 8 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 URA TIN (a Business pin or personal PIN with VAT obligation);
3. The business is located with a physical location in Uganda and the Business has its operations within Uganda country's boundaries;
4. Customer will pay for deposit and first rental period in full before the rental, all subsequent payments due before the start of the new rental period;
5. Must present the riders to eBee training center before Leasing period commences;
6. Pass eBees 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

250,000 UGX VAT exclusive per bicycle. Discount for bulk rental service

Duration

Our rental duration is for a minimum of **3 months**. After the first 3 months, the rental can be canceled at **1 month notice**.

First month & deposit

Rentals will only be started upon successful receipt of the first month or week rental payment.



For weekly payments, a deposit of 100,000UGX per bike is required. For monthly rentals, no deposit is required. This deposit is non-negotiable and needs to be transferred in full before the rental starts. It is not possible to pay the deposit in installments. The deposit will be used in case of damages to the bike or accessories. The deposit will be returned in full if the bike is returned to eBee at the end of the rental in good condition.

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?

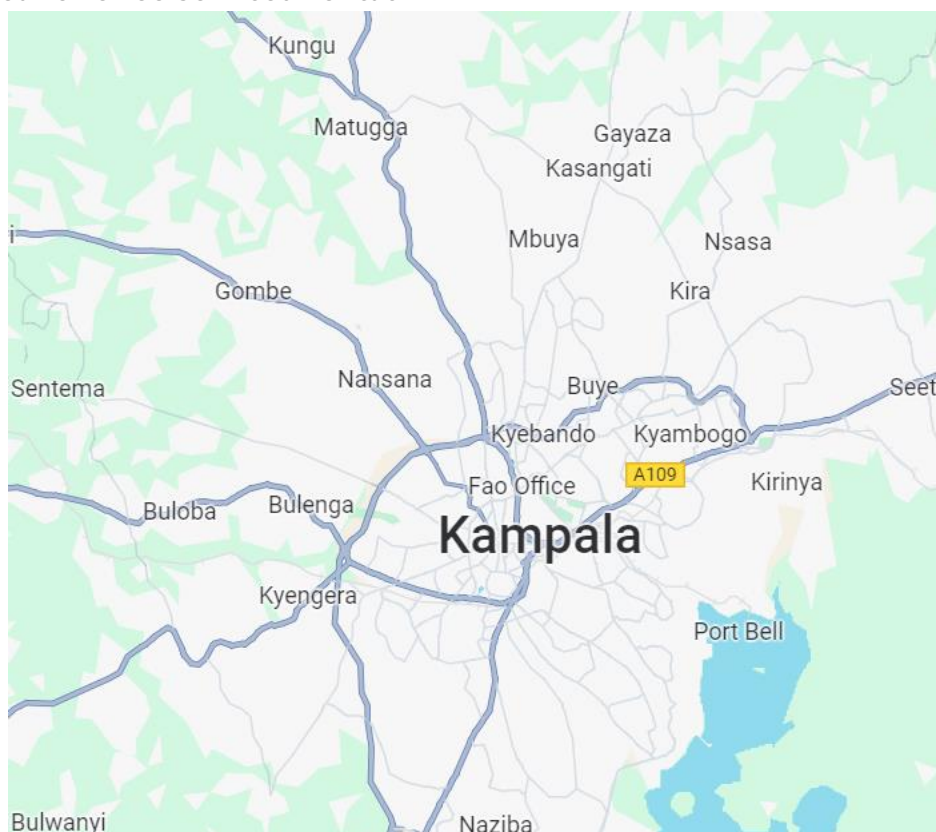
- *Management or hiring of riders for eBee bikes*
- *Charging or swapping of batteries*
- *Overnight storage of bikes*
- *Damage and cost because of an accident (total loss) or theft (please see paragraphs for Damage and Theft).*
- *Damage and cost because of careless use of the bike, (please see paragraph 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 does not offer any roadside assistance or any maintenance **outside of Kampala city** (see service area paragraph).
- 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.

Service area for eBee serviced rental



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 **+256 709 622 743**
- 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 extract.
- 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 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*
- Any other damages or repairs will be invoiced the customer accordingly

The cost for repair and replacement for the most common repairs are as follows:

Repair and replacement cost (Ugx, Inc. VAT)		
Crankset	29.000 Carrier Rear	100.000
Derailleur	29.000 Carrier Front	100.000
Display	150.000 Controller	300.000
Fork	129.000 Rear Wheel/ Motor	630.000
Frame	600.000 Front Wheel	125.000
Kickstand	75.000 Saddle	29.000



Wheel rim	50.000	GPS tracker	250.000
Brake lever	15.000	Bike Large battery	3.000.000
Front light	50.000	Bike Extra Large battery	3.500.000
Battery Large	5.000.000	Battery XL	750.000
Helmet	50.000	Charger	75.000
Key	50.000	Lock	50.000

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 60KGs of payload on the bike. Don't carry passengers on the bike.

