**INSTRUCTIONS FOR REPORTING A BIKE THEFT**

**in the Javelo system**

1. **REPORT THE THEFT TO CUSTOMER SERVICE**

*is completed by the employee of the Customer Service Office who accepts the application*

Date and time of phonecall: DD.MM.YYYY HH:MM

Telephone number: XXX XXX XXX

User login: XXXXX

Bike number: XX XXX

1. **REPORTING THE EVENT AT THE POLICE STATION**

In case of bike theft, users are obliged to report such an event to the nearest police station (regulations point 5.11.). When reporting an incident, remember to provide the necessary data:

* account owner's name and surname
* name and surname of the person using the bike (if it was not the account owner)
* bike number (you can find it in the Mobile App or in the e-mail confirming the rental)
* date and time of the event
* a description of the event, with particular emphasis on how to secure the bike when parked
* date and time of phone call with Javelo Customer Service
* data of the system operator - BikeU Sp. z o. o., Rondo ONZ 1, 00-124 Warsaw
* operator contact details:

phone – **+48 32 783 17 11** (24/7)

e-mail – **bok@javelo.pl**

* the cost of restoring the bike: **PLN 3,400**

Please answer the additional questions of the officer receiving the incident in accordance with the facts.

1. **RECONTACT WITH THE CUSTOMER SERVICE - TERMINATION OF THE RENT**

After reporting the theft, please send a legible scan (or photo) of the police note to **bok@javelo.pl**

**Please remember that such a note is written only at the request of the reporter, you should ask the police officer for it.**

1. **NOTIFYING A COMPLAINT FOR AN INCORRECTLY CHARGED FEES**

If a fee is charged due to the situation, you have the right to file a complaint within 14 days from the date of the event. To do this, complete the complaint form and send it to **reklamacje@javelo.pl**

You can print out these instructions and take them with you to the police station or have them with you in a mobile version (phone, tablet). Our Customer Service Office is at your disposal 24 hours a day at the number **+48 32 783 17 11** .

We hope that the above instructions will make it easier for you to go through the process of reporting the theft of a bicycle and minimize the stress associated with it.