



## DAMAGE POLICY

*You enjoy riding a motorcycle in perfect condition and others would like to do the same.*

**The rule of thumb:** bikes are due back exactly in the same condition as they are taken out except for normal wear and tear of mechanical parts and change in cleanliness. The rider is responsible for the motorcycle while the bike is under his/her watch. Damages must be repaired and there is a price tag on it. **The rental fee covers:** the **depreciation** of the motorcycle used with due diligence, in accordance with the technical requirements featured in the owner's manual, the regular **maintenance** costs and the **overhead** costs of the operation. **The rental fee does not cover:** damages caused by an accident, road hazard or other foreign objects, operator error, negligence, abuse or ignorant use of the motorcycle regardless if the damage occurred with or without the involvement of the rider. Rider is responsible for the motorcycle for the entire time of the rental period from signing out the bike via the check-out form to signing the bike back in through the check-in form.

**Rider is fully responsible for damage (cosmetic or structural) up to the CDW value** selected (Exemptions—see section 5 on the reverse of the Rental Agreement.) Of damage is over the respective limit selected each situation is handled on a case by case bases, with or without the involvement of our insurer, however it is our discretion to minimize the loss for our company. If rider has declined the CDW or damage is the result of points listed in section 5, then he/she is responsible for the full value of the bike, plus all the emerging costs that are related to the actual damage, including the loss of business.

If the damage is under the selected CDW value, there are two scenarios:

1. Minor cosmetic damage which does not impact the bike's handling, usability, mechanical function and safety and does not impact the overall look of the bike in a way that it could raise questions about the condition and maintenance of the bike, however the damage is beyond the normal wear and tear. *For example: little scuff marks on the saddle bag, caused by hard sole boots, light scratches on the paint, caused by an improperly installed tank bag or luggage case, excessive stone chips, etc.* In these instances we assess a damage charge that is to cover the accelerated depreciation of the bike due to the sustained damage. It is our discretion to use this money towards the restoration of the bike to its original condition or balance the value loss against excessive wear.

2. Damage that impacts the usability of the bike or noticeably impacts the overall look of the bike. *For example: deep scratches on a surface larger than 1"x 1" on a visible surface or scratches on the windshield in the sight area.* In this case:

2.a. We repair the part if the repair does not require the bike to be taken out of the fleet for more than one day and the repair itself would not indicate sign of previous damage that would decrease the resale value of the bike. Customer is responsible for the repair, handling and administrative costs.

2.b. In any other circumstance than described in 2a, we replace the damaged part.

**Rider is responsible for the part, replacement,  
handling, administrative costs and loss of business.**

Customer is eligible to have the part that is replaced in case 2.b. provided that he/she covers the packing and shipping cost.”