



Terms and Conditions

General terms in addition to the leasing agreement of JOOLL bikes.

The agreement:

- In the event of documented resignation or termination of the employee listed as the user of the respective JOOLL bike at the time of ordering, the JOOLL bike can be terminated by a one-time payment equivalent to 6 months of leasing* calculated from the time of return.
- Upon termination or expiration of the agreement, the bike must be returned to a location specified by JOOLL unless otherwise agreed upon, such as a buyout or exchange for a new JOOLL bike.
- All agreements with JOOLL have a duration of 36 months.
- JOOLL is not the manufacturer of bikes and, therefore, does not have manufacturer responsibility for defects and deficiencies caused by a manufacturer. It is also not JOOLL's responsibility in the event that a manufacturer of a particular bike cannot provide spare parts or warranty beyond the agreed upon terms.

Service:

- Current service coverage and conditions: <https://jooll.dk/en/service-and-insurance/>
- For inquiries regarding service, please refer to <https://support.jooll.bike> for timely assistance. Please provide the bike model, company, and frame number when contacting.
- Questions regarding other matters regarding the JOOLL bike should be directed to JOOLL@JOOLL.dk
- The first service will take place after approximately 6 months, time and place will be agreed between JOOLL and the user.

JOOLL's All-risk Insurance:

- Current conditions: <https://jooll.dk/en/service-and-insurance/>
- If the same user of the bike has a bike stolen more than 2 times own risk will increase to 50% of the bike value
- For questions regarding insurance on JOOLL bikes, refer to the link above or JOOLL@JOOLL.dk

Buyout:

- At the end of the JOOLL period, you have the possibility to receive a buyout offer for the individual JOOLL bike. This amount is a one-time payment equivalent to 2-6 months of leasing cost.
- Offers for buyout must be accepted and paid no later than 2 months before the expiration of the original agreement on the respective JOOLL bike. Acceptance and payment later than 2 months before expiration will forfeit the option to buy out the bike.
- After any potential buyout is completed, all services, insurance, and warranties are forfeited. • Certain models are not eligible for buyout upon expiration.
- It is not possible to buy out bikes upon expiration under the category "JOOLL – Business Cargo."

Document Management, Anti-Money Laundering, and Credit Processing:

- All documents related to the customer are treated confidentially between JOOLL and the financing partner.
- For initial orders, a brief credit process is initiated by JOOLL or by a partner responsible for the credit process, document management, and collection of identification and other information required by current anti-money laundering laws.
- The customer may be contacted directly by JOOLL's financing partner during this process.
- All agreements are subject to a positive credit assessment of the customer.