

Bike assurance and assistance

The general conditions bearing the reference VIV FIETS/04-21 are applicable. This sheet summarizes them on a non-exhaustive basis.

Where this sheet derogates from the general conditions, this sheet will take precedence.

The points indicated by an* derogate from the general conditions. You will also receive the general conditions and the IPID form, at the same time as this form.

	ALL RISKS (titel 2 of the general conditions)		ASSISTANCE (title 3 of the general conditions)
Insured warranties	THEFT	DAMAGE	
Insured risks	+ accessories (max. €250 VAT incl.) Theft of battery only*		Assistance in the event of an accident, breakdown or theft. You can use this service maximum twice a year. and you must be at least 1 kilometre from your home and on a motorable road.
Where are you insured?			Almost everywhere in Europe (see general terms and conditions for insured countries)
Deductible	€25 (VAT incl.)*		
Uninsured risks (non-exhaustive list)	<ul style="list-style-type: none"> ● Theft of removable parts ● Faulty anti-theft system ● Bike not attached to fixed anchor point 	<ul style="list-style-type: none"> ● Competition damage ● Wear and tear ● Drunkenness or intoxication 	
Contact	E-mail support: operations@joule.be		Telephone: +32 (0)50 89 26 89
	Notify Joule by e-mail and make an appointment as soon as possible with the local police to have a report drawn up. Indicate the JOULE ID and take a photo of the location where the bike was anchored.	Request a repair via e-mail. Mention your JOULE ID and add a picture of the damage.	Call the telephone switchboard and mention your policy number.
Not applicable	Since the insurance is included in the lease, articles 1. Start and duration of contract, 2. Payment of premium and 5. Cancellation of Title 1. Chapter 2 of the general conditions do not apply.		
Coverage not insured	LEGAL ASSISTANCE (title 4 of the general conditions)		PHYSICAL DAMAGE (title 5 of general conditions)