

## **Preamble**

The present general conditions of sale are concluded between, on the one hand:

PT. BOLD ELECTRIC BIKES; Head office address: Jl. Danau Tamblingan No.59, Sanur, Denpasar Selatan, Kota Denpasar, Bali 80228; Telephone No.: +62(0)812-3712-5273; Website Address: [www.boldelectricbikes.com](http://www.boldelectricbikes.com); Email Address: hello@boldelectricbikes.com, hereinafter referred to as the "Lessor" or "the Seller" and, on the other hand;

The individual, professional, or state official wishing to make a purchase from PT. BOLD ELECTRIC BIKES, visible at the address: [www.boldelectricbikes.com](http://www.boldelectricbikes.com), hereinafter referred to as "the Hirer" or "the Buyer".

The present conditions govern the sale of any new product (defined as never having been used), any second-hand product (defined as not being new or as having already been used) or service presented on the site [www.boldelectricbikes.com](http://www.boldelectricbikes.com) by the company PT. BOLD ELECTRIC BIKES. The parties agree that their relationship will be exclusively governed by this contract, to the exclusion of any other condition. Any order duly validated with PT. BOLD ELECTRIC BIKES implies total and unconditional acceptance of these General Terms of Sale and, if applicable, of the particular or specific conditions for one or more products, services or orders.

## **Object**

The present conditions aim to define the terms of sale between the Seller and the Hirer/Buyer, from the order to the services, including payment and delivery. They regulate all the steps necessary for the placing of the order and ensure the follow-up of this order between the contracting parties.

## **Purchase, rental, order and availability**

The Hirer/Buyer declares to be at least 18 years old and to have the legal capacity or to be the holder of a parental authorization allowing them to make a purchase, an order, or a reservation (rental).

They declare that they have read and accepted the present General Terms and Conditions of Sale before their purchase, their order and/or their reservation (rental). The validation of their purchase, order and/or reservation is therefore acceptance of these General Conditions of Sale.

The purchase and/or rental of product(s) is subject to the limit of available stocks. Even if the availability of products is regularly updated on the website, PT. BOLD ELECTRIC BIKES cannot guarantee the continuous availability of the product(s) that the User/Buyer would like to rent/purchase.

## **PURCHASE**

The purchase of product(s) can only be done in store directly, at the address: Jl. Danau Tamblingan No.59, Sanur, Denpasar Selatan, Kota Denpasar, Bali 80228. It is not possible for the Buyer to purchase product(s) via the website [www.boldelectricbikes.com](http://www.boldelectricbikes.com).

## **ORDER**

The purchase of product(s) that would be unavailable in store is possible, by placing an order, subject to acceptance by the Seller, and depending on certain conditions (supplier's stock, shipping time, etc.). A minimum of 5 pieces (5 bikes) ordered is necessary for the Seller to approve the order. For any order, the Buyer will be obliged to pay a deposit of 30% of the order placed. Requests for orders can be made directly in the store or by contacting BOLD ELECTRIC BIKES by email at [hello@boldelectricbikes.com](mailto:hello@boldelectricbikes.com). Following their request, the Seller will provide the Buyer with an "Order Request", which the Buyer must fill out, sign, and return to the Buyer.

Any order of products (min. 5 pieces) will be subject to delivery times that can go up to 6 months (contact BOLD ELECTRIC BIKES for more informations concerning the current delivery times).

## **RENTAL**

The rental of product(s), as well as their payment, is done directly at the store. The Hirer can also book, in advance, one or several products (while stocks last), for the desired period, directly at the store. The Hirer will be able to make a reservation at the store, or by contacting us via WhatsApp +62(0)812-3712-5273. PT. BOLD ELECTRIC BIKES reserves the right to cancel or refuse any reservation (rental) from a customer with whom there is a dispute relating to the payment of a previous order, or to previous rentals.

Any reservation (rental) made implies acceptance of the prices and descriptions of the products available for rental.

## **TEST RIDE**

Customers will be able to book a 15-minute "Free Test Drive" via WhatsApp +62(0)812-3712-5273. They will be able to choose the model they wish to test, as well as the date and time of the Test Drive.

# **Delivery**

## **PURCHASE**

Delivery is offered for any bike purchase, regardless of the model, number of bikes purchased, or geographical area.

## **RENTAL**

Delivery is offered for any rental up to an amount of Rp 500,000 or exceeding an amount of Rp 500,000, despite the model(s) rented, the number of bikes rented, when the

delivery address is located in one of the following areas: Seminyak, Kuta, Canggu, Sanur, Denpasar, Bukit. If the Hirer's delivery address is outside of the above areas, delivery will be charged in proportion to the distance to be delivered, with the address of the store and head office being considered as the starting point. These delivery costs are the responsibility of the Hirer. The rates related to delivery can be found on the Seller's website, [www.boldelectricbikes.com](http://www.boldelectricbikes.com).

## **Terms of payment**

### **PURCHASE**

The Buyer has the choice to pay for their purchase by cash, credit or debit card, or by bank transfer, directly at the store, when collecting the goods.

### **RENTAL**

Upon delivery of the equipment by the rental company, the Hirer is required to provide the original ID to BOLD ELECTRIC BIKES, which will make a copy, and to pay a deposit of 500,000 Rp (credit/debit card<sup>1</sup> or cash). This deposit will not be cashed during the rental period and will be returned to the Hirer at the end of the rental period, unless the product(s) do not return in the same condition as when the Hirer took possession of the equipment at the beginning of the rental period, and according to the conditions mentioned on this contract. If the products do not return in the same conditions as when they were rented, the Lessor can cash in the deposit, partially or completely, depending on the damage suffered, and according to the tariffs in force at BOLD.

They can pay their reservation by cash, credit or debit card, or by bank transfer, directly at the store when picking up the equipment covered by this rental, on the first day of rental.

### **PRICES**

The prices of our products are indicated in IDR (Indonesian rupiah) including all taxes, excluding participation in processing and shipping costs. The Seller reserves the right to modify its prices at any time, without prior notice, but the products will be invoiced on the basis of the prices in force at the time of the recording of the orders. The prices indicated on the site are guaranteed for the duration of the on-line publication and within the limits of available stocks.

### **AFTER-SALE SERVICE**

*This section concerns only the purchase of product(s).*

No requests will be taken over the phone. If you have any questions regarding after-sales service, please contact us at [support@boldelectricbikes.com](mailto:support@boldelectricbikes.com).

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<sup>1</sup> In which case the deposit will be cashed by PT. BOLD ELCTRIC BIKES, and returned in cash upon receipt of the product(s) at the end of the rental period, according to the company's policy.

All components under warranty will be repaired/replaced by BOLD within 3 days, provided that the part(s) concerned are in stock, and within 3 months if not.

BOLD will cover the costs of replacement or repair in their entirety (as long as it is damage resulting from normal wear and tear of the Products, not damage resulting from abuse or neglect of the Products), during the first year after the date of purchase (refer to our warranty).

## **Right of withdrawal / Return / Exchange**

After delivery, no return, exchange or refund will be accepted.

## **Transport costs and risks**

BOLD ELECTRIC BIKES takes care of the delivery of its Products, for all rentals from 500k Rp (in the following areas: Seminyak, Kuta, Canggu, Sanur, Denpasar, Bukit), and for any purchase of an e-bike, with no minimum purchase.

Transportation costs related to after-sales service problems are also covered, during the entire warranty period. BOLD ELECTRIC BIKES reserves the right to charge shipping costs for any inspected or repaired goods once the warranty period has expired.

The Hirer/Buyer has to check the goods upon receipt of the products and report any anomaly to BOLD.

## **Warranty**

All new items are subject to a contractual warranty. Regardless of the date of reporting the defect, the material will only be taken care of before the end of the warranty period.

## **Liability and Warranties**

*This section applies only to the purchase of product(s).*

The purchase of a BOLD ELECTRIC BIKES electrically assisted bicycle and its use are the Buyer's sole responsibility. The conditions of use are specified in the materials provided to the Hirer and/or to the Buyer (Owner's Manual) and on the website [www.boldelectricbikes.com](http://www.boldelectricbikes.com).

Contractual warranties do not cover:

- Abnormal or improper use of the products: electrical overheating, poor protection of batteries and accessories, modification of connectors and connectors (refer to our warranty, which will be provided by the Lessor, or which you can find on [www.boldelectricbikes.com](http://www.boldelectricbikes.com));

- Any modification of the controller or LCD screen settings, Worn parts (bearings, cables, power connectors, fuses, bulbs, brake pads, tires, rims, spokes, etc.);
- Defects and their consequences, as of the intervention of a repairer not approved by BOLD ELECTRIC BIKES;
- Defects and their consequences related to use that is not in accordance with the use for which the product is intended: professional use, competition, collective use, prototype vehicles, research and development, defects and their consequences related to any external cause. Interventions under the warranty shall not have the effect of extending the duration of the warranty. The contractual warranties do not apply in the event of intervention by a repairer not approved by BOLD ELECTRIC BIKES on the product. The contractual warranties do not apply to products purchased second-hand. The costs and risks of return remain the responsibility of the customer.

## **Intellectual property**

All elements of the website [www.boldelectricbikes.com](http://www.boldelectricbikes.com) are and remain the exclusive intellectual property of PT. BOLD ELECTRIC BIKES. No one is authorized to reproduce, exploit, rebroadcast, or use for any purpose whatsoever, even partially, elements of the site whether software, visual or audio. Any simple link or hypertext link is strictly prohibited without the express written consent of PT. BOLD ELECTRIC BIKES.

## **Entirety**

In the event that one of the clauses of this contract is null and void due to a change in legislation, regulations or a court decision, this shall not affect the validity and respect of these General Terms and Conditions of Sale.

## **Duration**

These conditions apply throughout the duration of the online services offered by the company PT. BOLD ELECTRIC BIKES.

The computerized registers, kept in the computer systems of the company BOLD ELECTRIC BIKES and its partners in reasonable conditions of security, will be considered as proof of the communications, orders and payments made between the parties.

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## **Force majeure**

BOLD ELECTRIC BIKES shall not be liable for the total or partial non-performance of its obligations under this contract, if this non-performance is caused by an event constituting force majeure, in the event of disruption or total or partial strike, notably of postal services and means of transportation and/or communications, fire, flood, equipment failure or breakdown, or due to the actions of the buyer.