

# Service conditions CITKAR rental

This document contains the terms of use applicable to your CITKAR rental. Need quick help getting back on the road? All requests for maintenance, repair and/or roadside assistance should be made via email: [support@citkar.com](mailto:support@citkar.com).

## 1. Preventive maintenance

The rental agreement includes standard preventive maintenance for your CITKAR. What does preventive maintenance mean? It means that regular on-site maintenance is performed during the rental period to ensure that your CITKAR does not go out of service. We will contact you to schedule this, you don't have to do anything yourself. Of course, you can always contact CITKAR if you have any questions or problems.

A regular service includes the following:

- Vehicle maintenance and replacement of wear parts (based on 10,000 km/year usage), namely:
  - Tires
  - Brake pads and discs
  - Drive chain/belt and plates
  - Refilling lubricants and replacing other small materials
- Call-off costs
  - Please note: If the vehicle is not available at the agreed place, date and time, we have to charge a provision fee of 100 EUR.

"Excessive" wear and tear: This includes component wear and tear caused by failure to use the CITKAR in a proportionate and appropriate manner:

- Worn tires < 1,000km
- Worn parking brake < 10.000km
- Worn brake pads < 1,000km
- Worn brake discs < 2,500km
- Rim break
- Cell phone cradle charging cable torn off
- Broken mirrors
- Damage to the tie rod/leaf springs
- Cracked seat cover
- Damage to the windshield or the driver's cab
- Damage to the steering wheel buttons or display

The repair of these damages will be charged by CITKAR at cost. **Definition for excessive wear and tear**

The customer will be charged for excessive wear and tear during the rental period and for excessive wear and tear when the vehicle is returned. Normal wear and tear is assumed and will not be charged. The examples given in the table below are only indicative and do not claim to be exhaustive. If the condition of the returned vehicle does not correspond to normal wear and tear, the customer shall bear the costs required to restore the vehicle to proper condition (see table). The degree of wear and tear is determined by the inspection of the vehicle performed according to the information on the return card.

Special case: If the CITKAR vehicle had an accident and had to be repaired, the quality of the repairs carried out is examined.

- Straightening the frame, fork
- Quality and shade of the paint

<b>Damage feature (including the box)</b>	<b>Examples of chargeable excessive wear</b>
Scratch	If the scratch is more than 2.5 cm, individually or cumulatively on painted panels.
Delle	If a surface or part of the vehicle has 4 or more dents of any size.  When a dent has a diameter of more than 2.5 cm.
Rockfall	If there are 10 or more impacts on one side or part of the vehicle.  If an impact has a diameter of more than 2.5 cm.
Poor quality of repairs	If the following are visible: peeling paint, drips, wavy panels, paint splashes or cracks, color differences, scratches covered with touch-up paint, etc.
Frame/structural damage	Any such damage
Contamination varnish	If the clear coat is excessively corroded. Tree sap, acid rain, bird droppings, spills, etc.
Branding	If any special branding/logo/decoration has been applied to the vehicle, it must be removed before the vehicle is returned.
Side mirror(s)	Side mirror(s) broken, cracked or missing.
Saddle / interior trim	Saddle/Interior Trim - Burns, holes, tears, cuts, sing or stains if greater than 0.7 inches on the

	saddle or headliner.
<b>Windshield / Glass</b>	<b>Examples of chargeable excessive wear</b>
Windshield	Scratches, dents, cracks, impacts with pronunciation, etc. that are either greater than 0.7 cm or any size in the driver's line of sight.
<b>Wheels (incl. covers / rims)</b>	<b>Examples of chargeable excessive wear</b>
Wheels	If not the original parts supplied.
Scratch or furrow in the wheel	If the scratch or furrow in the wheel is more than 5 cm, individually or cumulatively; if the wheel is dented or has other structural damage.
Bent wheel	Bent wheel if damage affects performance or safety.
Spokes	Spokes if broken, cracked or missing.
<b>Parts &amp; Accessories / Other</b>	<b>Examples of chargeable excessive wear</b>
Aftermarket parts	If the original equipment is missing or if damage (to the parts or to the vehicle) is caused by the removal or installation of parts.
Handlebar	If handlebar is modified or damaged.
Suspensions	If suspension is changed or damaged.
Keys	When buttons are missing or not working.
Knobs/handles, bell, etc.	If knobs/handles, bell, etc. are missing, broken, or inoperable.
ID sticker on vehicle, battery or charger	If vehicle/battery/charger ID sticker is missing (if unique ID is not engraved).
<b>Electrical / Mechanical / Other</b>	<b>Examples of chargeable excessive wear</b>
Electrical & mechanical damage	Mechanical or electrical damage resulting from failure to maintain the vehicle in accordance with the owner's manual and the Armada Preventive Maintenance Program, with the

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	Armada Program taking precedence.
Headlights, turn signals, taillights	Headlights, turn signals, tail lights If the glass or plastic cover(s) are broken/ cracked or the light(s) do not work.
Electric	If electrical devices and electrical accessories are not functional (e.g.: LED display).
Battery	If the battery cannot be charged more than 80% after 36 months.

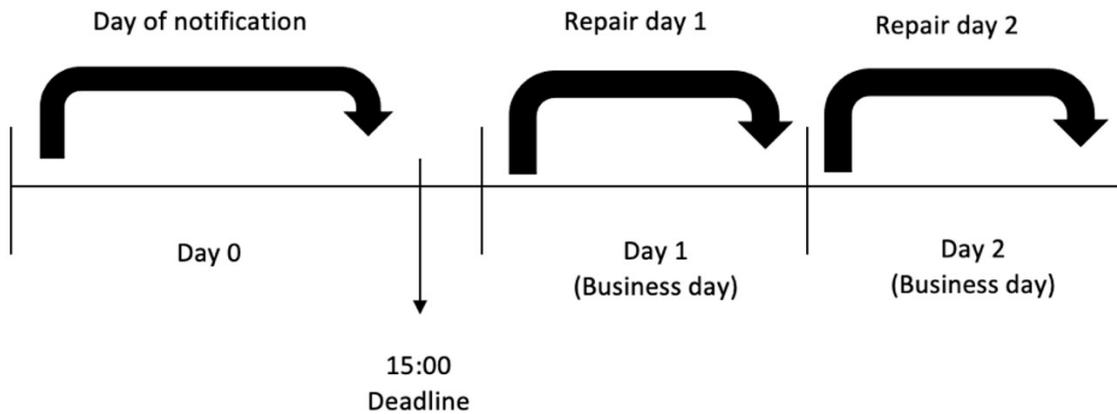
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## 2. Repairs

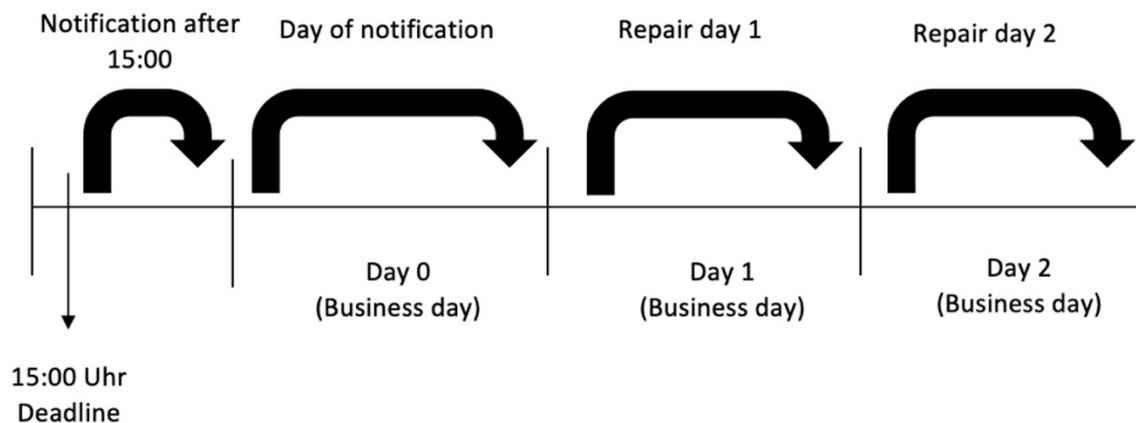
If your CITKAR is in need of repair, please contact us at any time. We can be reached at the above email from Monday to Friday between 09:00 and 17:00. We will endeavor to complete the repairs to your vehicle within 2 working days of receiving notification. Of course, we will arrange an appointment with you for the repair. If the vehicle cannot be made available at the agreed place, date and time, a provision fee of 100 EUR will be charged.

A report or request made after 15:00 is considered made on the next business day. For example, if you make a report on Tuesday at 16:00, the 2 working days will start on Wednesday morning at 09:00. To illustrate this, please see the pictures below. Of course, we always strive to get you back on the road as soon as possible!

Situation 1: Notification before 15:00



Situation 2: Notification after 15:00



**2.a. Damage repair & duration (deadline: 3 p.m.)**

The following damage classes serve to classify and explain the duration of the damage repair. We will make every effort to get you up and running again more quickly if necessary. However, an extended processing time may be necessary in some cases.

**Damage class 1 1: 24-48 hours**

- Defective rims, tires & tubes
- Defective or worn mirror
- Broken seat
- Parking brake cable
- Defective charger

**Damage class 2: 48- 96 hours**

- Problems with the closing mechanism of the box
- Problems with the electronics
- Motor/generator failure
- Defective windshield

- Defect on tie rod or steering gear
- Defective steering wheel buttons
- Defective display
- Defective headlights/tail lights/indicators

**Damage class 3: 1-2 weeks**

- Defective battery
- Damage to the body
- Damage to the box leading to the replacement of the box
- Replace leaf spring
- Brake lines damaged

Necessary repairs and/or replacement parts as a result of misuse, accidents and/or mishandling are not covered and are the responsibility of the customer. In this case, a deductible will be charged, as indicated in Table 1 per vehicle model, per incident and for the vehicles specified in your contract or cooperation agreement. For more information on repairs and damage costs, please refer to Article 4.

**2.b. Replacement vehicle**

If your CITKAR cannot be repaired within the time specified above for the applicable damage class after notification, with notification after 3:00 p.m. deemed to have occurred on the next business day as specified in Article 2, we will endeavor to replace the vehicle with a comparable model within two business days (Monday through Friday).

**3. Roadside assistance**

If your CITKAR breaks down during a trip, you can reach our roadside assistance service through our general number 5 days a week.

**4. Processing damage**

At CITKAR, we don't like ambiguity. That's why we have established guidelines for accepted and unaccepted damages. This ensures that it's clear to everyone. First of all, we understand that your CITKAR will show signs of use over time. That's normal and it's okay!

As already mentioned, your CITKAR will be serviced and repaired by us or our partner. This will record all signs of use and damage according to the guidelines for accepted and unaccepted damage. The unaccepted damages will be charged to you according to the respective costs or, if you book an insurance, an excess listed in Table 1 per vehicle model and per incident and for the vehicles mentioned in your contract or cooperation agreement. Table 2 provides an overview of all damage types and coverage. First, we briefly explain the definitions of accepted and non-accepted damage.

Table 1: Deductible per vehicle model with insurance

Vehicle model	Excess damage bodywork	Deductible theft
CITKAR Pick-Up	500 EUR	500 EUR
CITKAR Delivery	500 EUR	500 EUR
CITKAR Delivery Max	500 EUR	500 EUR

#### 4.a. Accepted damage

Signs of wear and damage to your CITKAR caused by normal use are acceptable damage. An independent expert will check the age and mileage to determine what wear and damage is acceptable.

#### 4.b. Damages not accepted

Signs of use and damage to your CITKAR caused by an accident or above-average wear and tear on your CITKAR that requires repair are not accepted damages. Of course, this will also be assessed by an independent party.

Table 2: List of damage types and corresponding coverage

	Cost calculation
<b>Damage to rims and tires</b>	
scratches/damage to rims, provided the rims are not deformed	0%
Heavy scratches/damage to the rims	100%
<b>Damage to body/box</b>	
Deep scratches and abrasions that cannot be removed by polishing	100%
Shallow scratches that disappear during polishing	0%
Scratches more than 3cm long	100%
Scratches with a maximum length of 3cm	0%
Slight scratches due to the installation of own accessories	0%
Hail damage	100%
Missing parts	100%
Holes in the seat	100%

Damage to the paintwork (e.g. due to bird droppings)	100%
dents, cracks, scratches and/or holes in the frame/box with a diameter of more than 2.5 cm and/or with rust formation	100%
<b>Damage to the lighting</b>	
Loose cables	0%
Fractures and/or cracks in the glass	100%
<b>Theft</b>	
Theft of the vehicle	100%
Parts theft	100%
Consequential damage after theft	100%
<b>Damage to the tire</b>	
Flat tire caused by an object (screw, glass, etc.)	0%
Flat tire due to defective valve	0%
Flat tire caused by curb	100%
Flat tire due to incorrect tire pressure	100%
Damage to the outside of the tire (apart from normal wear).	100%
Damaged tires, e.g. cracks through which the fabric of the tire is visible	100%
<b>Damage to the rim</b>	
Dent in the rim	100%
Broken spoke(s)	100%
Severe scratches/damage to the rims or deformation of the rims.	100%

## 5. Change

CITKAR is entitled to unilaterally amend these General Terms and Conditions. The changes will be announced at least one month before their entry into force by a notice on the website on the website [www.citkar.com/de/](http://www.citkar.com/de/) and by e-mail to the Lessee. If the change results in providing the Lessee with a service that is significantly different from the original service, the Lessee is entitled to terminate the contract as of the effective date of the changed conditions.