|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **COMPLAINT** | | | | | | | |
|  |  | | | | | |  |
|  |  | name and surname of the person using the bike | | | |  |  |
|  |  | | | | | |  |
|  |  | name and surname of the account owner | | | |  |  |
|  |  | |  |  | | |  |
|  | login | |  | Phone number | | |  |
|  |  | | | | | |  |
|  |  | address | | | |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  | **RENTALS SUBJECT TO COMPLAINTS** | | | | | |  |
|  |  |  |  |  |  |  |  |
|  |  | | |  |  | |  |
|  |  | | |  | advertised fee | |  |
|  |  |  |  |  |  |  |  |
|  |  | | |  | | |  |
|  | place of rent / bicycle station | | | place of return / end station | | |  |
|  |  |  | |  |  | |  |
|  |  | date and time | |  | date and time | |  |
|  |  |  |  |  |  | |  |
|  |  |  |  |  | **rental duration** | |  |
|  | **RENTAL ACCORDING TO THE USER** | | | | | |  |
|  |  |  |  |  |  |  |  |
|  |  | | |  | | |  |
|  | place of rent / bicycle station | | | place of return / end station | | |  |
|  |  |  | |  |  | |  |
|  |  | date and time | |  | date and time | |  |
|  |  |  | |  |  | |  |
|  |  | way of return \* | |  | **rental duration** | |  |
|  | **ADDITIONAL INFORMATION** | | | | | |  |
|  |  | | | | | |  |
|  |  | | | | | |  |
|  |  |  |  |  |  |  |  |
|  | **INSTRUCTIONS FOR COMPLETING A COMPLAINT FORM:**  1. The form consists of 18 fields.  2. The part of the "Rental subject to complaint" form should be filled in according to the rental data, which are included in the Personal Account in the BRA system.  3. Part of the "Borrow by borrower" form must be filled in by entering the correct information according to the User.  4. In the part of the "Additional information" form, a short description of the event should be entered.  5. The completed form should be sent in the electronic form to the address [bok@torvelo.pl](mailto:bok@torvelo.pl) by entering the subject of the message COMPLAINT.  \* method of return: electro-lock / external cable | | | | | |  |
|  |  |  |  |  |  |  |  |