

# 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

<input type="text"/>	<input type="text"/>
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place of rent / bicycle station

place of return / end station

date and time

date and time

rental duration

## RENTAL ACCORDING TO THE USER

<input type="text"/>	<input type="text"/>
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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