**USER’S DATA**

name and surname of the bike user ……………………………………………………………………………………………………………….

name and surname of the account owner ………………………………………………………………………………………………………

login ………………………………………………………. phone number ………………………………………………………………………………

address of residence ………………………………………………………………………………………………………………………………………..

**RENTAL SUBJECT TO COMPLAINT**

*You should complete this section in accordance with the information contained in the rental history in the Torvelo system.*

duration of the rental ………………………………………………………….. fee …………………………………………………………………..

date and time of the beginning of the rental ……………………………………………………………………………………………………

initial bike station (number and name) ……………………………………………………………………………………………………………..

date and time of the end of the rental ……………………………………………………………………………………………………………..

ending bike station (number and name) ……………………………………………………………………………………………………………

**RENTAL IN ACCORDANCE WITH THE USER’S KNOWLEDGE**

*You should complete this section in accordance with your knowledge. Way of return: electric lock or combination cable lock.*

duration of the rental …………………………………………………. way of return: ..………………………………………………………….

date and time of the beginning of the rental ……………………………………………………………………………………………………

initial bike station (number and name) ……………………………………………………………………………………………………………..

date and time of the end of the rental ……………………………………………………………………………………………………………..

ending bike station (number and name) ……………………………………………………………………………………………………………

**ADDITIONAL INFORMATION**

*You should complete this section with description of the rental, particularly with information how you made sure that the bike was securely locked and the rental was finished. .*………………………………………………………………………………………………………………………………………………………………………..…………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………You should send a complete form to reklamacje@torvelo.pl with an e-mail subject REKLAMACJA.