



COMPLAINT FORM

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.

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You should send a complete form to reklamacje@torvelo.pl with an e-mail subject REKLAMACJA.