|  |
| --- |
| **Customer details** |
| Name |  |
| Phone number |  |
| Email address |  |
| Postal code |  | House nr. + suffix |  |
| Street name |  | City |  |
| Country (NL/ BE) |  |

|  |
| --- |
| **Repair details** |
| Order number |  | Date of purchase |  |
| Brand + type bicycle |  |
| Electric (yes/no) |  |
| Color |  |
| Men/Unisex |  |
| Frame number |  |
| *The frame number can often be found on the front of the steering head behind the headlight or at the bottom of the crank.* |
| Battery number |  |
| Odometer reading (km total) |  |

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| --- |
| **Complaint/repair instructions** |
| *This is what the mechanic reads, please elaborate as much as possible.* |
|  |

*Form continues on the next page.*

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| **In the event that your bike stops working or does not turn on: does your display/bike computer light up?**  |
| *Circle or highlight the correct answer and provide additional comments or explanations if necessary.* |
| **Yes** |  |
| **No**  |  |

|  |
| --- |
| **Additional information** |
| Will you hand in the bike? | Yes | No |  |
| Will you hand in the battery? | Yes | No |  |
| Will you hand in the battery keys? | Yes | No |  |
| Will you hand in the charger?  | Yes | No |  |
| Maintenance service?* E-bike: €99.95-
* Electric 3-wheeler: €129.95
* Electric cargo-bike: €159.95
 | Yes | No |  |
| Is the bicycle covered by insurance? | Yes | No |  |
| *Via Matrabike (ANWB)? Please add policy number.* |

**Important instructions:**

* If you are submitting two bicycles for repair, please complete the form twice.
* If this registration form concerns a battery or other loose part other than a bicycle, please note this on the line Brand + type bicycle'.
* When handing in the battery, you should always hand in the corresponding key(s). Even if you turn in the bicycle including the battery, the battery key(s) must be handed in.