|  |  |  |  |
| --- | --- | --- | --- |
| **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) |  | | |

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

*Form continues on the next page.*

|  |  |
| --- | --- |
| **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.