

Ride Penang X Bicycle and Beyond

Bicycle and Beyond Adventures Sdn. Bhd.

No.20 Lorong Sungai Kelian 2, Pulau Penang.

Contact: +60174921355 | info@bicycleandbeyond.com | www.ridepenang.com



SCHEDULE OF REPAIR AND REPLACEMENT COSTS

Effective January 2025

We at **Ride Penang X Bicycle and Beyond** believe in full transparency and fairness when it comes to bicycle rentals. Cycling should be an enjoyable and worry-free experience, and our commitment to providing well-maintained bikes ensures that our customers have the best ride possible. However, accidents and mishaps can occur, and when they do, it is important for all parties to understand the costs associated with repairing or replacing damaged equipment.

This document serves to outline our damage policy and associated costs, helping you understand potential charges should any issues arise during your rental period. We encourage all renters to take reasonable care of our bicycles and accessories and to report any damage as soon as possible.

We strongly recommend that all customers take advantage of the insurance coverage we offer through our partner YAS Insurance, this covers the rider and bike can be purchased on the booking platform. Terms and Conditions apply.

We appreciate your cooperation and look forward to providing you with an exceptional cycling experience!

General Policy

- Minor wear and tear is expected and will not incur additional charges.
- Bicycles that have been crashed or damaged will be assessed for damage ONLY once we return the bike to our workshop, and we hereby retain the right to charge the customer any repair fees that may arise as a result of the damage.
- Any damage beyond normal use will be assessed and charged according to the cost schedule below.
- If a bicycle is damaged beyond repair, the renter is responsible for the full replacement value.
- All costs are subject to additional labor charges for repairs where necessary.
- This schedule is not exhaustive, and additional costs regarding items outside of this document will be assessed separately.

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1. BICYCLE FRAME & STRUCTURE

| Item | Damage Type | Repair/Replacement Cost (MYR) |
|-------|---|-------------------------------|
| Frame | Minor scratches | RM 50 - RM 150 |
| Frame | Dent or major scratches requiring repaint | RM 300 - RM 2500 |
| Frame | Structural damage requiring replacement | RM 2,500 - RM 25,000 |
| Fork | Bent or broken | RM 500 - RM 7500 |

2. WHEELS & TIRES

| Item | Damage Type | Repair/Replacement Cost (MYR) |
|-------|--|-------------------------------|
| Wheel | Wheel truing / Spoke replacement (wheel alignment) | RM 50 - RM 400 |
| Wheel | Major damage requiring replacement | RM 400 - RM 2500 |
| Tire | Damaged requiring replacement | RM 120 - RM 750 per tire |
| Tube | Punctured requiring replacement | RM 20 – RM 30 |

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3. DRIVETRAIN COMPONENTS

| Item | Damage Type | Repair/Replacement Cost (MYR) |
|---------------------|-------------------------------|-------------------------------|
| Chain | Snapped or damaged | RM 100 - RM 500 |
| Cassette | Bent or damaged | RM 200 - RM 1500 |
| Derailleur | Bent hanger | RM 100 |
| Derailleur | Damaged requiring replacement | RM 300 - RM 2500 |
| Chainring | Bent or Broken | RM 100 - RM 1000 |
| Crankset/ Pedals | Bent or broken | RM 500 - RM 2500 |
| Bottom Bracket | Water damaged | RM 200 - RM 750 |

4. BRAKING SYSTEM

| Item | Damage Type | Repair/Replacement Cost (MYR) |
|----------------|---|-------------------------------|
| Brake Levers | Scratched / Damaged - requiring replacement | RM 100 |
| Brake Calipers | Damaged requiring replacement | RM 200 - RM 2500 |
| Disc Rotor | Bent or warped | RM 150 - RM 650 |
| Brake Pads | Excessively Worn out | RM 20 - RM 150 |

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5. HANDLEBAR & CONTROLS

| Item | Damage Type | Repair/Replacement Cost (MYR) |
|------------------------|-------------------------------|-------------------------------|
| Handlebar Tape / Grips | Scratched / Damaged | RM 80 - RM 250 |
| Handlebar | Bent or broken | RM 300 - RM 1000 |
| Stem | Damaged | RM 150 - RM 400 |
| Shifters | Scratched | RM 100 |
| Shifters | Damaged requiring replacement | RM 300 - RM 2500 |

6. SADDLE & SEAT POST

| Item | Damage Type | Repair/Replacement Cost (MYR) |
|-----------|----------------------------|-------------------------------|
| Saddle | Major Scratches | RM 50 - RM 150 |
| Saddle | Torn requiring replacement | RM 150 - RM 2500 |
| Seat Post | Bent or damaged | RM 200 - RM 1000 |

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7. ACCESSORIES & RENTAL EQUIPMENT

| Item | Damage Type | Repair/Replacement Cost (MYR) |
|----------------------------------|-----------------------|---|
| Helmet | Major scratches | RM 25 |
| Helmet | Cracked, Broken, Lost | RM 150 - RM 750 |
| Lights | Lost or broken | RM 100 - RM 300 |
| Lock Key | Lost key | RM 50 |
| Lock Set | Damaged or lost | RM 100 |
| Panniers / Basket / Racks / Bags | Torn or damaged | RM 50 - RM 1500 |
| Bike Computer | Lost or broken | RM 500 - RM 4500 |
| Puncture Repair & Tool Kit | Lost or Damaged | RM150 - 350 |
| Puncture Repair & Tool Kit | Item Use | Consumable items are charged at cost, Co2 RM2.50, Road Tube RM20.00, MTB Tube RM30.00 |

9. TOTAL LOSS OR THEFT

If a bicycle is stolen or damaged beyond repair, the renter is liable for the full replacement value:

- **Folding Bike:** RM 4,000 - RM 7,500
- **Road Bike:** RM 6,000 - RM 45,000
- **Mountain Bike:** RM 4,000 - RM 10,000
- **Gravel Bike:** RM 4,000 - RM 10,000
- **Cargo Bike:** RM 4,000 - RM 10,000

Note: A police report is required in the event of theft or major damage.

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10. ADDITIONAL FEES

| Fee | Cost (MYR) |
|---|---|
| Un-Scheduled Late return fee (per hour) | RM 50 |
| Late return fee (per day) | RM Charged at bike rental cost |
| Bicycle retrieval fee (if abandoned) | RM 300 - RM 1,000 depending on location |
| Ride Buddy Time Extension | RM 60 per hour |
| Rider and Bicycle Collection – Call out support | Minimum charge of RM150 |

HOW CHARGES ARE ASSESSED

- Our team will inspect the bicycle upon return.
- Minor damage will be billed based on repair costs.
- Major damage will be assessed based on the replacement costs listed above.
- In case of a dispute, an independent third-party bike mechanic may be consulted.

ACKNOWLEDGMENT

By renting from **Ride Penang X Bicycle and Beyond**, you acknowledge and accept these terms. We highly encourage customers to exercise care when using our bicycles and equipment.

For further inquiries, please contact:

☎ **+601114345763**

✉ **info@bicycleandbeyond.com**
