

lease  
a bike



# Guarantee for Your Mobility

Information brochure

# Handling breakdowns at home & abroad

– Lease a Bike / Roland Schutzbrief

## Damage abroad – Procedure & settlement

### Step 1: Get in touch with the service hotline

Roland Schutzbrief 24/7 Service Line

+43 1 4350 298

### 1. Workshop repair abroad

- ✓ Coverage by leasing company if damage is covered (= theft/damage)
  - ✓ Specialist dealer from the Lease a Bike network desirable, but not mandatory
  - ✓ Invoice (= proof of damage) ideally issued to the leasing company (Digital Mobility Leasing Austria GmbH, Otto-Bauer-Gasse 6/3-5, 1060 Vienna, ATU75746445), alternatively issued to the user
  - ✓ User pays on site → reimbursement upon presentation of invoice and proof of payment
  - ✓ No blank approval by leasing company – invoice verification by leasing company reserved
  - ✓ Repairs up to €500 → without cost estimate (but including photos and description of events)
  - ✓ Repairs over €500 → only with cost estimate or quote; including photos (= proof of damage), description of the incident, and consultation
  - ✓ In case of engine damage/frame damage: Return transport to Austria mandatory → Roland will cover the transport costs in accordance with the terms and conditions (max. €500)

### 2. Submission

Email with invoice/sales contract, proof of payment, details of the incident, photos to [info@lease-a-bike.at](mailto:info@lease-a-bike.at) (we will forward it to DML AT/Roland)

Lease a Bike will then submit the case to Roland Schutzbrief or the leasing company and provide an update.

### 3. 3. Rental bike / replacement mobility

3.a Acceptance in Germany and abroad in accordance with the contract or upon fulfillment of the requirements

### 4. Towing/transport costs (including domestic)

4.a Up to €150 upon presentation of an invoice

4.b Flat rate of €50 without invoice (e.g., pushed by yourself, help from friends), but upon presentation of proof (e.g., photo of damaged tire/repair invoice)

### 5. Hotel stay

5.a Only for repairs lasting several days

5.b Either hotel or return transport – not both

Prior consultation with Roland/Lease a Bike recommended  
– especially for damages exceeding €500.

