



## **Terms and Conditions ASVA bike**

A number of conditions apply when you buy an ASVA bike. Here you can read these conditions and why they apply on the ASVA bicycle.

### **Student**

To qualify for an ASVA bike, you must be a member of the ASVA Student Union. To be able to become a member of ASVA, you need to be enrolled as a student at one of the higher education institutions in Amsterdam.

Become a member and order a bike at [www.asva.nl/bikes](http://www.asva.nl/bikes) or drop by the ASVA student desk.

### **Warranty**

From the moment of purchase, a four week warranty period starts. The warranty is only applicable on a defect of the bicycle that is not caused by your own fault. Tires, wheels and spokes are excluded from warranty.

The warranty does however apply to the following parts of your bike: the frame, crown fork and rotating parts such as bottom bracket, wheel hubs and ball head. If there is something wrong with your bike within the warranty period, you will be able to exchange your bike for a new one on the first bike sale. To do so, please contact the ASVA student desk to make an appointment. For contact information, go to [www.asva.nl/contact](http://www.asva.nl/contact).

It's not possible to get a refund and it's not possible to exchange the bike if there isn't a defect that falls under the warranty or after the warranty period has ended. Only under the conditions mentioned above we will try find a solution together with you.

### **Theft prevention**

If your bike has been stolen and you want to buy a new bike, you must report the theft to the police first. To do so you will need the frame number on your bike. When you buy your bike, you will get this number at the ASVA student desk. They can check your number at the desk later on, in case you lost the information. After showing us proof you reported the theft, you can buy a bike at ASVA again.

### **Trading**

It is not possible to buy a second ASVA bike within one year, unless your previous ASVA bike has been stolen and you reported this to the police. The reason for this rule is to discourage trading of the bikes, because ASVA offers the bicycle at a low price specifically for students.

### **The ASVA bicycle**

The ASVA bike is the cheapest legal bike in Amsterdam and is offered by the ASVA Student Union. The bike is sold with a bell, a stand and separate lamps but without a lock. A solid lock can be bought on site for €15 cash.

### **Personal information**

After you've bought a bike from ASVA, you will receive an e-mail with relevant information about your bike (like the frame number). The information of your bike and the link to your name will be in our system for two years and will be deleted after this period.

### **Contact**

Might you have more questions about the bike, procedure, reports of theft or the warranty, you can contact the ASVA Student Desk via [www.asva.nl/contact](http://www.asva.nl/contact).