

Borrow a Bike



How to prepare your bike for its return

Damage and fair wear and tear

This document forms part of the contract between us.

Helping you understand any damage charges at the end of your loan

When your Borrow a Bike loan ends and you hand the bike and equipment back to us, you won't be charged for wear and tear. We will charge you for any damage and missing items. To help you, we've put together some useful information so that you can identify the differences. It will help you prepare the bike and equipment for return and make sure there are no unwanted surprises.



What is fair wear and tear?

Knowing what counts as fair wear and tear can help you avoid any unexpected charges when you hand the bike and equipment back. Normal day-to-day usage of the bike can cause deterioration, which we call fair wear and tear. No matter how careful you are, some wear and tear is normal – so we won't charge you for it.

A qualified bicycle mechanic will look at fair wear and tear across a number of different areas:

Appearance and condition

– the bike should be relatively clean and not covered in dirt or mud.

General road safety of the bike

– the bike is mechanically sound to ride.

Tyres

– tyres should be inflated with no obvious tears or punctures.

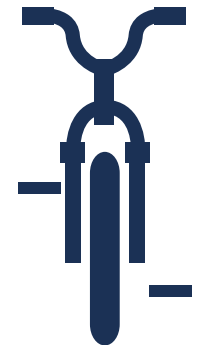
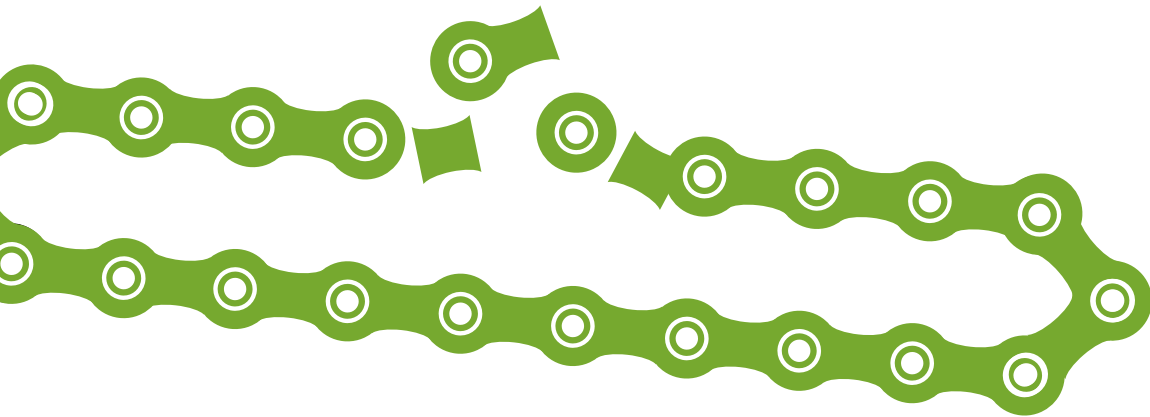
Original additional equipment

– all equipment should be present and in good working order.



What is damage?

Damage is different from wear and tear. The most common types of damage found on cycles include buckled wheels, cracked or bent frames and forks, snapped/twisted chains, damage to derailleurs, gear hangers, brakes, display units and batteries. Damage would also cover any missing items.



How much will you get charged?

Below is a pricing matrix for repairs, replacement parts costs and charges:

 <p>Front wheel</p> <p>Repair/Replace</p> <p>£60</p>	 <p>Back wheel</p> <p>Repair/Replace</p> <p>£90 - £350</p>	 <p>Frame</p> <p>Repair/Replace</p> <p>£370 - £1399</p>	 <p>Forks</p> <p>Repair/Replace</p> <p>£190</p>	 <p>Brakes</p> <p>Repair/Replace</p> <p>£65 - £80</p>	 <p>Battery</p> <p>Repair/Replace</p> <p>£490</p>
 <p>Charging unit</p> <p>Repair/Replace</p> <p>£70</p>	 <p>Display unit</p> <p>Repair/Replace</p> <p>£160</p>	 <p>Motor</p> <p>Repair/Replace</p> <p>£120 - £350</p>	 <p>Deraileur</p> <p>Repair/Replace</p> <p>£65</p>	 <p>Chain</p> <p>Repair/Replace</p> <p>£55</p>	 <p>Gear shifter</p> <p>Repair/Replace</p> <p>£65</p>
 <p>Lost/stolen bike</p> <p>Replace</p> <p>£370 - £1399</p>	 <p>Damaged/lost helmet</p> <p>Replace</p> <p>£20</p>	 <p>Damaged/lost lights</p> <p>Replace</p> <p>£12</p>	 <p>Damaged/lost lock</p> <p>Replace</p> <p>£30</p>	 <p>Damaged/lost pump</p> <p>Replace</p> <p>£10</p>	 <p>Missed appointment</p> <p>Charge</p> <p>£50</p>

Getting ready to return the bike and equipment

When handing back the bike and equipment, remember to include the items below. If they're not returned, you will face a charge.

Your end of loan checklist:



Bike



Charging unit



Battery



Helmet



Lights



Lock



Pump



 www.durham.gov.uk/borrowabike