



Maintenance and repairs

General Terms and Conditions

What does o2o provide for maintenance & repairs?

Valid from 10/06/2025

Your bicycle deserves some love and attention from time to time. The more you take your trusty two-wheeler out of the stable, the more wear and tear it gets, after all... and an annual maintenance prevents many problems. But despite regular maintenance, it can always happen that something goes wrong. Fortunately, you can solve many problems yourself, but sometimes you will need your bicycle dealer for extensive maintenance or a repair. And to make sure all this work goes smoothly, there is the fiscally advantageous service budget.

All words that begin with a capital letter have the meaning as defined in the list of definitions at the end of these General Terms and Conditions.

1. What is the service budget?

A bicycle needs regular maintenance or repairs in case of damage. The service budget is an annual amount that you use to pay for maintenance and repairs on your lease bicycle at o2o bicycle dealers. You choose the value of the budget yourself ¹ and it is included in the total lease price. And that's good news! Because this means that the fiscal advantages of bicycle leasing also apply to the o2o service budget.

You use this o2o service budget for four important things:

- The mandatory annual bicycle maintenance;
- All maintenance and repairs;
- The reimbursement of necessary spare parts;
- Costs (if any) associated with a replacement bike.

¹ Unless your employer fixes the amount.

Tip: make the most of your lease bike and make sure your annual service budget is not too low. It is better to have a little too much fiscally advantageous service budget, than having to adjust afterwards via your net salary.

2. Where can I find the balance of my service budget?

Want to check the balance of your remaining service budget? This is how you do it:

- Go to [Your bike\(s\)](#) in your myo2o Biker account.
- Click on the heading *Your bicycle contract - Service budget available*.

You will find an overview of the services you have had carried out and the service budget you have used under *Maintenance interventions executed*. Handy! So you know exactly how much budget you have left after a service or repair.

3. How do I use my service budget?

Have you been racing a little too hard and has your bicycle broken down? Or does your trusty two-wheeler need an annual maintenance? Visit an [o2o partner bicycle dealer](#) and pay with your service budget. You can choose between the bicycle dealer's workshop or a mobile bicycle dealer who works on location.

If you choose the dealer who delivered your lease bicycle, you are on familiar territory, because this one knows your bicycle inside out. Would you like to use a different dealer? No problem! As long as they are partner of o2o, because then you pay with your service budget instead of your own money.

For a replacement bicycle in the event of maintenance or long-term repair (which is not covered by Bicycle Care Damage or Theft), you as the User can contact the Dealer, [Decathlon](#) or Bike Republic, provided that a replacement bicycle is available.

Important! Always give your **Bicycle ID** number to the bicycle dealer for a maintenance or repair of your bicycle: this unique code makes the communication easier. You can find your number on the sticker on your bike or in your myo2o Biker account.

When the job is done, o2o deals directly with your bicycle dealer. And do you have insufficient service budget to pay for the service? No problem! Then you pay the difference yourself. The bicycle dealer will settle the difference on the spot.

Note: keep in mind that you cannot use your service budget for clothing, shoes or gloves.

4. An online bicycle brand in maintenance or repair

Does your Cowboy or Canyon lease bicycle need maintenance or repair? Then visit a local Cowboy or Canyon service centre, or choose a [bicycle dealer that is a partner](#) of your bicycle brand.

Tip: make sure the service centre or bicycle dealer is already an [o2o partner](#) so that you can pay with your service budget.

5. Maintain or repair my bike at home

No time to bring your bicycle to your bicycle dealer? Then take advantage of a mobile repair service. Filter on 'service at home possible' in our [bicycle dealer search tool](#). Make an appointment with the bicycle repair shop of your choice. Simple, practical and efficient!

6. My service budget shows a different amount than expected after a repair

When you order your bicycle with myo2o Biker, you also choose your annual service budget of at least €50. This amount, as well as your bicycle, lock and any accessories, always includes VAT (21%).

Are you visiting a bicycle dealer for a bicycle repair? Then different VAT rates apply in Belgium:

- 21% tax on bicycle parts;
- 6% tax on working hours for repairs;
- 0% tax on the franchise for insurances.

When companies (o2o and the bicycle dealer) settle their accounts, we use amounts excluding VAT. On the order documents we also state the amount excluding VAT.

7. What about remaining service budget?

Your remaining service budget is not lost!

1. At the **end of each full year** you rent your bike, we will transfer the outstanding service budget to the next year of use.
2. Have you reached **the end of your contract**?
 - In case of a **normal end of contract** due to the expiry of the rental period, we will inform you four months in advance.

- o If you have service budget left over, you can use it to put your bicycle in working order and/or buy spare parts for maintenance or repairs on your bicycle. Tip: don't wait until the last week to spend your remaining budget. That will give your bike shop enough time to record the maintenance and also allow us to process it before your contract ends.
- o If you still have some service budget left over, we will transfer the remaining amount to a **voucher**, provided that you conclude a new bicycle lease contract within a term of 6 months ² after the end of your previous contract. The amount of this voucher will be added to the service budget of your next contract and this accumulation is done automatically.
- o Note: the remaining service budget can never make the acquisition price lower than the initially envisaged acquisition price at the normal end of the contract.
- In case of **early termination of the contract**:
 - o In case of acquisition, we will settle the accrued service budget in the acquisition price.
 - o In case of return, we will settle the accrued service budget in the termination fee.
 - o The service budget balance can be positive or negative. As for a negative balance (when more service budget has been drawn down than has been accumulated), we will also settle this.
 - o Please note: once the early end of the contract is signed, the service budget is set to zero and you can therefore no longer use it to pay for maintenance. All services after signing the early-termination contract are therefore at your own expense.
 - o Note: the acquisition price at early termination never goes below the anticipated residual value at the normal end of the contract.

8. Conditions

- The service budget is only valid for repair and/or maintenance costs on the Bicycle, options and Accessories as stated on the Rental quote.
- The service budget can only be used during the Rental term of the Bicycle.
- Bicycle clothing, shoes and Accessories not specified in the Rental quote cannot be purchased with the service budget. Spare parts and/or material supplied as part of the Breakdown assistance cannot be paid for with the service budget either (see also Breakdown assistance Service conditions).
- The service budget is part of the total rental price. As a result, o2o is legally obliged to charge and pass on 21% VAT to the tax authorities. The settlement of maintenance, repairs, materials and working hours is always exclusive of VAT, regardless of the applicable VAT rate.
- The service budget can still be used by the User BEFORE the end date of the contract. Provided that the bicycle dealer can enter the invoice in myo2o Bike Dealer on time. With a normal contract end, the service budget may legally not be offset against the acquisition price. Only in the case of early termination, provided that there is still 16% takeover fee remaining. If the User does not purchase

² In case your employer works with a cafeteria plan and you can only order your new bicycle once a year, we can make an exception.

maintenance or spare parts from the bicycle dealer, the service budget will automatically be transferred to a new lease contract.

- The service budget can also be used by o2o for interventions, e.g. in case the Bicycle is not in adequate condition when it is turned in at the end of the Bicycle contract.
- At the normal termination of the Bicycle contract, the unused service budget will be converted to a voucher, provided that you conclude a new Bicycle lease contract within a term of 6 months ³ after the end of your previous contract. The amount of this voucher will be added to the service budget of your next contract and this accumulation is done automatically.
- If the lease contract ends early, the unused service budget will be deducted pro rata from the takeover price or termination fee.
- In the exceptional case that the service budget balance is negative at the (normal or early) end of the contract, o2o will recover this balance. Depending on the situation, the recuperation will take place with the User and/or the employer.

9. Privacy policy

See [privacy statement](#) on the o2o website.

These service conditions form an integral part of the o2o Bicycle contract. The User declares to have taken note of them and to have approved them.

³ In case your employer works with a cafeteria plan and you can only order your new bicycle once a year, we can make an exception.

Definitions

1. **Accessory:** equipment which forms an integral part of the Bicycle and which cannot be used independently of the Bicycle. These Accessories must be included in the Rental Quote.
2. **Authorised repairer:** bicycle repairer authorised by o2o to repair and/or maintain the Bicycle.
3. **Beneficiary:** the physical person who has activated a service budget in the Bicycle contract, hereinafter referred to as 'User'.
4. **Bicycle:** the bicycle as described in the Declaration of receipt of the User.
5. **Bicycle contract:** the Rental quote accompanied by the Declaration of receipt.
6. **Bicycle policy:** the document setting out the ground rules for the provision of a lease bicycle with a specific employer.
7. **Dealer:** bicycle dealer or repairer who delivered the lease bicycle to the User.
8. **Declaration of receipt:** the declaration signed by the User upon receipt of the Bicycle from the bicycle dealer.
9. **Lease order:** the bicycle lease application submitted.
10. **Rental contribution:** the rental price of the lease bicycle.
11. **Rental quote:** the o2o quotation for hiring the lease bicycle confirmed by the User when ordering the Bicycle and Accessories (may also be the addendum to the employment contract).
12. **Rental term:** the duration of the lease.
13. **User:** the physical person who concludes or has concluded a Bicycle contract, hereinafter referred to as 'Cyclist'.
14. **Wage component:** the part of the wage package that can be exchanged for another benefit under flexible compensation, here bicycle leasing.