

Ride Penang X Bicycle and Beyond

Bicycle and Beyond Adventures Sdn. Bhd.

No.20 Lorong Sungai Kelian 2, Pulau Penang.

Contact: +60174921355 | info@bicyclevelandbeyond.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.
- 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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RIDE PENANG X

**BICYCLE
AND BEYOND**

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 25000
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 30

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

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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

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	Scratched	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	Minor scratches	RM 25
Helmet	Cracked, Broken, Lost	RM 150 - RM 400
Lights	Lost or broken	RM 100 - RM 300
Lock & Key	Lost key	RM 50
Lock	Damaged or lost	RM 100
Panniers / Basket / Racks	Torn or damaged	RM 200 - RM 1500
Bike Computer	Lost or broken	RM 500 - RM 4500

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.

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

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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.
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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
