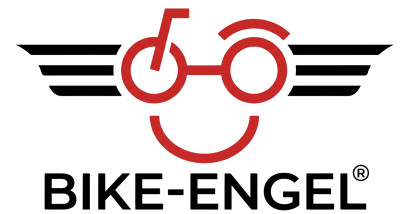


BIKE-ENGEL PREMIUM SERVICE

Fast help with breakdowns and defects.

Exclusively for registered members. Your protection is already
included in the purchase price of your bike.



YOUR BENEFITS

Your exclusive benefits

The Bike-Engel package came with your bike. As a registered member you are automatically covered.



Service without ifs and buts

As a registered member you use our mobile repair service free of charge. The Bike-Engel comes to you.



Priority in an emergency

Your members' hotline is exclusively for registered Bike-Engel customers, with no anonymous queue.



No bureaucracy

We coordinate everything with the manufacturer. You only need to have your membership details ready.

Already included in the purchase price

Getting help as a Bike-Engel member

You received your personal hotline number with your registration. That's all you need.

1

Call the members' hotline

You report the defect via your Bike-Engel hotline and provide your registration details.

2

Service planning

After verifying your membership, a mobile Bike-Engel (workshop van) is scheduled right away.*

3

On-site repair or transfer

If a mobile solution isn't possible, we take your bike to a Bike-Engel partner workshop.

4

Service management

Our team takes care of the repair and the settlement of the service case.

€

0 euros for you

Cost coverage by the manufacturer is settled directly via the Bike Service Portal. Your membership guarantees that no costs arise for you.

* The service applies where accessibility is given, i.e. on publicly accessible, paved roads. The Bike-Engel membership runs for 24 months and does not renew automatically. You will be informed in good time before it expires.

What's inside your Bike-Engel package

Four services, one promise: you'll never be left stranded.



Hotline

If your bike is damaged, your members' hotline helps you and organises the right assistance.



Mobile breakdown assistance

If a mobile workshop helper is available, they come to you and try to repair your bike on the spot.



Towing service

If no mobile help is nearby or the damage is too big, we take your bike to the nearest partner workshop.



Replacement bike

A loan or rental bike can be provided for the duration of the repair.

800+ partner workshops across Germany

What happens in a service case?

From the call to final assembly, everything documented in the Bike Service Portal.



Report

You report the damage via your members' hotline.



Immediate help

On-site help by the Bike-Engel. If repair on site isn't possible, we take your bike to the nearest partner workshop.



Diagnosis & documentation

The specialist workshop checks the damage and documents the service case in the Bike Service Portal.



Assembly & completion

Spare parts are shipped and fitted. Assembly costs are covered by the bike manufacturer.

Tip: Register your bike right after purchase, then your protection is active from day one.

EXCLUSIVE IMMEDIATE HELP FOR REGISTERED MEMBERS

Just ride worry-free. We take care of the rest.

Your Bike-Engel membership is already included in the purchase price and covers you if your bike breaks down. If a defect stops you from riding on, one call to your members' hotline is enough: we activate the mobile repair service or take your bike to a partner workshop. The repair is free of charge for you, we settle the costs directly with the manufacturer.

All information: www.bike-engel.de

You receive your personal hotline number with your registration.

