

Theft information

Tip: Ask for a theft insurance with your rental bike

What if your bike got stolen?

1. Immediately report it to the local police.
2. GO to De Fietsambassade, point "Kattenberg", within five days after you reported it. Don't forget your keys and the declaration certificate.

Depending on the situation, you now have 3 options:

Option 1: You have an **insurance**, the **declaration certificate** of the police and the **keys** of the lock from the stolen bike

→ You only have to pay an exemption

Option 2: You have **no insurance** but you report the theft in time and got a **declaration certificate** from the police

→ You pay the losing value of the bike with a discount

Option 3: You have **no insurance** and **didn't report** the theft to the police on time

→ You pay the losing value of the bike

Exemption amount per model

Model	Option 1	Option 2	Option 3
City bike	55€	180€	220€
Electric bike	555€	1850€	2220€
Tandem	150€	495€	590€
Children bicycle	62€	205€	250€
Cargo bike	280€	940€	1225€
Longtail	190€	625€	750€
Parent child bicycle 1	150€	495€	590€
Parent child bicycle 2 (XL)	150€	495€	590€
Cargobike short	240€	795€	950€
Cargobike 3 wheels	240€	795€	950€
Electric cargobike	555€	1850€	2220€
Student bike	55€	180€	220€

For questions, do not hesitate to contact us:
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