

## NORMAL WEAR & TEAR VS. DAMAGE EXPLAINED

We understand that bike parts are subjected to **normal wear and tear** due to daily and correct use ('due diligence' principle) of a well-maintained bicycle will need to be replaced at some time in the life cycle of the bike.

By **damage** we mean parts to be repaired or replaced that wear out much faster than normal or are broken due to improper use, neglect and poor maintenance.

**Improper use** is understood to mean using a bicycle in a way it was not designed for, such as transporting passengers on a luggage carrier or handlebars, riding up and down coping stones or other elevations, throwing the bicycle on the ground ...

**Neglect** is understood to mean a bicycle that has been unused for a long time in wind and weather, noticeable by slack/flat tyres, bent wheel, rusted drive, dust on saddle, moss on wheels/frame, broken parts. If 3 of these criteria can be checked, we speak of a neglected bicycle.

By **poor maintenance** we mean not carrying out the maintenance actions that are expected of a bicycle user (regularly lubricating the chain and inflating the tires) and not bringing a bicycle to a repair point for maintenance in time (as a result of which, for example, brake pads are completely worn through resulting in damage to the rim).

DEFECT	NORMAL WEAR & TEAR	DAMAGE
<b>FLAT TIRE</b>	Wear through use (worn profile)	<ul style="list-style-type: none"> <li>· Clear traces of use when the tire pressure is too low (cracks in the tire sidewall), which has caused the tire to wear out more quickly</li> <li>· Puncture through glass, nail... with an unworn outer tyre</li> </ul>
<b>FLAT INNERTIRE</b>	Leak through rim tape	<ul style="list-style-type: none"> <li>· Leak as a result of driving too long with a worn tire</li> <li>· Flat tire through glass, nail... with a tire that may or may not be worn</li> </ul>
<b>CABLES OF BREAKS &amp; GEARS</b>	<ul style="list-style-type: none"> <li>· Corroded cable ends</li> <li>· Fewer mobile cables due to rust/dirt in the ducts</li> </ul>	Torn, snapped or fully folded cables
<b>BREAKS</b>	<ul style="list-style-type: none"> <li>· Worn brake pads</li> <li>· Squeaky roller brakes due to too little grease</li> </ul>	Folded/broken parts
<b>BRAKE LEVS &amp; SHIFTERS</b>	<ul style="list-style-type: none"> <li>· Scratches, wear marks from normal use</li> <li>· Weathering screen shifter</li> </ul>	Folded/broken parts
<b>CHAIN</b>	Wear and tear of a well-maintained chain	Chain is completely rusted and must therefore be replaced
<b>SPROCKETS/CASSETTES</b>	Wear & tear from use with a well-maintained chain	Wear & tear caused by biking with a rusted chain
<b>WHEELS</b>	<ul style="list-style-type: none"> <li>· Play on the shaft</li> <li>· Wobble in wheel due to loose spokes</li> </ul>	<ul style="list-style-type: none"> <li>· Damage to the rim caused by braking with completely worn brake pads</li> <li>· Wheel wobble due to collision/vandalism...</li> <li>· Severe wheel wobble, the result of continuing to ride with loose/broken spokes</li> <li>· Loose or broken spokes due to loose upright tapping against the spokes</li> </ul>
<b>MUDGUARD &amp; HANDLE</b>	<ul style="list-style-type: none"> <li>· Minor dents from normal use</li> <li>· Holes due to rust formation</li> </ul>	<ul style="list-style-type: none"> <li>· Large dents/cracks/missing pieces so that the bicycle no longer looks decent and/or causing the mudguard to drag = must be replaced</li> <li>· Broken/twisted rod</li> </ul>
<b>LIGHTNING</b>	<ul style="list-style-type: none"> <li>· Empty batteries</li> <li>· Water seepage and corroded light cables</li> </ul>	<ul style="list-style-type: none"> <li>· Broken front or rear light</li> </ul>
<b>BATTERED/FOLDED FRAME, FORK AND LUGGAGE CARRIER</b>	/	<ul style="list-style-type: none"> <li>· Damage to the frame/fork due to vandalism/collision/fall</li> <li>· Folded luggage carrier as a result of vandalism/collision/fall or by transporting a passenger</li> </ul>
<b>OTHER</b>	<ul style="list-style-type: none"> <li>· Play on parts due to normal use (headset/bottom bracket/pedals/upright...)</li> </ul>	<ul style="list-style-type: none"> <li>· Damage as a result of driving for too long with parts with play (For example: upright that taps against spokes/...)</li> </ul>