

Insurer: Helvetia Global Solutions Ltd - Insurance company under Liechtenstein law, registered with the Financial Markets Authority of the Principality of Liechtenstein.

Insurance coverage is provided by Helvetia Global Solutions Ltd, registration number FL-0002.191.766-9, Aeulestrasse 60, 9490 Vaduz, Principality of Liechtenstein.

The eRide Insurance is distributed by Warranty Expert DE GmbH, legal entity code HRB 189852 B, registered address Hohe Bleichen 8, 20354 Hamburg, Germany, contact details in Ireland: 6th Floor, Riverpoint, Lower Mallow Street Limerick, Limerick, Ireland, email address: dublin@warranty.expert, phone number: +353 818882120. Warranty Expert DE GmbH acts under the brand name of Warranty Expert.

The purpose of this information document is to give You an overview of the main coverages and exclusions of Your eRide Insurance policy. This document is not customized to Your specific needs and the information contained herein is not exhaustive. For further information concerning Your insurance and Your obligations, please consult the documentation, Your Insurance Certificate, any other relating documents, and Terms and Conditions.

## What is this type of insurance?

eRide Insurance is designed to provide cover for loss and damage to bikes, eBikes, eScooters and other similar goods, against sudden and unexpected external damage and theft.



### What is insured?

- ✓ Sudden and unexpected damage to the insured vehicle (bike, eBike, eScooter, electric wheelchair)
- ✓ **Accidental damage** (destruction) of the insured vehicle caused by sudden and unexpected external impacts
- ✓ **eRide Lite**: Only **Accidental Damage** protection on the vehicle shall be insured (e.g., damage to the frame, chassis, wheels, steering column, gears)
- ✓ **eRide Premium**: All risks insured in **eRide Lite** with **Theft, Burglary, Robbery, Accessories Protection** (up to EUR 300; T&Cs apply)
- ✓ In the event of damage, the benefit will be paid in accordance with the principle of indemnification specified in the contract (T&Cs apply):
  - ✓ **Repair** of the vehicle (costs covered according to the terms of the policy), or
  - ✓ **Replacement** with an identical or equivalent vehicle or product



### What is not insured?

**The complete list of exclusions can be found in the General Terms and Conditions, here are a few examples:**

- ✗ Unnamed brands or unrecognised trade brands that do not contain the EEA CE Trademark, meaning the product has not met the EEA requirements for safety, health, and environmental protection requirements
- ✗ Vehicles that are subject to registration and/or mandatory insurance under Irish Road Traffic Law
- ✗ Bikes that have been converted to eBikes (either professionally or by a member of the public)
- ✗ Vehicles that have been tampered with (e.g., removal of speed limiter, modification of speed specifications, adding external battery and other specific upgrades)
- ✗ Vehicles with a manufacturer's and/or seller's warranty of less than one (1) year
- ✗ Goods for resale
- ✗ Software and data



## Are there any restrictions on cover?

Coverage restrictions are defined in the Insurance Certificate and general Terms and Conditions.

Here are a few examples:

- ! Internal failures
- ! Loss of an insured purchase or leaving it unattended in public places, in unlocked premises or buildings
- ! Theft of an insured purchase from a vehicle where the insured purchase was left inside in a visible place, or in an unlocked vehicle or a vehicle's unlocked trunk
- ! Theft of an insured purchase where a lock was not used or did not meet the "Sold Secure" Policy standards, as specified in Terms and Conditions
- ! Theft away from your home, unless the vehicle has been locked with an approved lock and secured to an immovable object or cycle /scooter storage rack or is under your personal supervision
- ! Damage, caused by prolonged accumulation of water or condensation of vapor (i.e., product being left outside or near other areas of water, such as oceans, lakes, rivers, etc.)
- ! Battery damage caused by water ingress due to weather conditions (e.g., rain, snow, sleet)
- ! Scratches, creases or loss of aesthetic appearance that does not interfere with the further use of the purchase
- ! Damages that occurred by using the purchase for commercial or professional purposes
- ! Damage due to failures of controllers or consumables, such as batteries, accumulators, chargers, etc. (restriction does not apply to specific **Premium Plans**)
- ! The sum insured is the unsubsidized price of the product at the time of purchase



## Where am I covered?

- ✓ The insurance coverage shall apply worldwide



## What are my obligations?

- To take reasonable care to prevent accidents, injury, and damage, and to implement risk mitigation and safety measures while riding
- To purchase an approved lock according to "Sold Secure" grading and specifications as mentioned in the Terms and Conditions
- To follow all manufacturer guidelines regarding correct storage, charging, and maintenance requirements for Your vehicle
- To provide all requested information about the insured property
- To correct any incorrect or incomplete information immediately after noticing
- To pay the insurance premiums within the terms specified in the Insurance Contract
- To take risk mitigation and safety measures
- To assist the insurance company in determining the amount and cause of the damage
- To provide the requested supporting documents and information about the insured event and losses
- To report the event to the relevant authorities (police, fire brigade) depending on the situation
- To notify the authorized representative Warranty Expert of the insurance company Helvetia Global Solutions about the event within fourteen (14) calendar days



## When and how do I pay?

- The insurance premium amount and its payment terms are specified in the Insurance Certificate. The insurance premium may be paid by bank transfer



## When does the cover start and end?

- The validity dates of the Insurance Contract are specified in the Insurance Certificate. If the premium or the first premium installment is not paid in due time, the Insurance Contract shall not enter into force
- The insurance cover expires on the date specified in the Certificate of Insurance, upon termination of the Insurance Contract, or when the insured property no longer exists
- If the insured product is replaced with an equivalent one, the Insurance Contract expires



## How do I cancel the contract?

- The contract can be terminated at any moment by notifying Warranty Expert via the contact details provided below:  
Email address: [ireland@warranty.expert](mailto:ireland@warranty.expert); Phone: +353 818 882 120
- The request to terminate the contract must be signed by the insured person or their authorised agent
- The conclusion of the contract and the amount of insurance benefits paid and/or reserved under this Insurance Contract may be deducted from the refundable insurance premium
- The Insurance Contract may also be terminated in other cases and in accordance with the procedure established by the provisions of legal acts of the T&Cs of the eRide Insurance Product