

# Augment Theft Coverage

---

Please read this Disclosure to ensure your understanding of how “Augment Theft Coverage” with Theft and Loss works.

One (1) Augment Theft Coverage subscription covers one (1) e-scooter. If you want to cover for more than one e-scooter, you will need a separate Augment Theft Coverage subscription for each of them.

## In the event of a theft / loss of an e-scooter

If the scooter / battery is stolen, report the incident to the local police within 48 hours. Then report the incident to Augment as soon as possible via Augment's Live Chat. A copy of the police report will be requested.

Once you have reported the incident to Augment, you will be sent a replacement e-scooter / battery / e-scooter + battery. Augment replacement e-scooters may be refurbished and may have signs of use.

In the event of a theft / loss of the e-scooter, the main Augment service agreement will continue as before the theft / loss.

It is important that you comply with the following conditions.

## Locking your e-Scooter

When not in use, lock the e-scooter with Augment Scooters App. The e-scooter must also be locked through the frame to an immovable object using an appropriate e-scooter, bike, motor scooter or motorcycle lock.

It is recommended to purchase and use an Augment scooter cable-lock with the top tube lock holder.

## At Home

- Store the e-scooter at home or dry, warm and well lockable garage or outbuilding.
- If you leave your e-scooter in a communal area, for example inside a parking garage or the foyer of your building, the e-scooter must be locked by Augment Scooters App and an appropriate lock to an immovable object, through the frame.

## Away from Your Home

While not at home, the e-scooter must be locked with Augment Scooters App and using using a physical lock to and immovable object through the frame, when left unattended, out of your direct line of sight or more than five (5) metres away from you. Instead of leaving battery mounted to the e-scooter, carry it with you or store securely separately.

## Transporting Your E-Scooter with Your vehicle

If the e-scooter is left unattended while it is in or attached to any motor vehicle, including while it is in transit, it must be locked by Augment Scooters App and:

- locked inside an enclosed boot;

- or kept inside a securely locked vehicle;
- or kept inside a fully enclosed locked trailer

## Specific Exclusions and Specific Conditions

The following are excluded from “Augment Theft Coverage” and any claims by you for theft.

- If you cannot provide us with a police report that contains the details of the theft and a crime reference number.
- From or away from your home or from a vehicle where there is no forcible entry and you have not complied with the security conditions.
- Away from your home when the e-scooter is left unattended for more than 18 hours
- From your garden or other outside area within the perimeter of your property.
- The e-scooter is used against the main Augment service agreement
- Theft committed by the tenant or a member of their family.
- Capture by order of a government or public authority.

## Deductible

Deductible for the e-Scooter without battery is 100 € and with the battery 150 €.

The deductible for the battery alone is 125 €. The deductible will be invoiced when the theft / loss is reported.

## Minimum Contract period

After the expiry of the [Minimum Contract Term](#) of 12 months you can terminate the “Augment Theft Coverage” service with 30 days written notice.

## Billing

The “Augment Theft Coverage” is invoiced monthly in advance using the payment method provided by you.

If you fail to pay your overdue bills despite having received a payment reminder, Augment has a right to terminate your Theft Coverage service and collect a reasonable compensation from you for the damage or costs caused by the premature termination of this minimum contract period agreement.

## Force majeure

Augment is freed from its contractual obligations and liability for damages insofar as its fulfilment of the agreement is prevented or delayed by a force majeure. Force majeure refers to circumstances that Augment could not have foreseen when concluding the agreement, and that are beyond its control.

## Validity of the terms and conditions

These terms and conditions are valid from June 27th 2023 until further notice.

Technical support is provided by Augment.Eco Live Chat and begins upon validation and acceptance of your contract.