

## 1. Prices and payments.

### HOW MUCH IS LOGO

- unlock 3,00 P
- 1 minute ride / 0,50 P
- 1 minute reservation / 0,10 P
- 1 minute pause / 0,10 P
- parking bonus at point P / 1,00 P
- Paying by credit card, the commission is 1,50 PLN + 2,9% of total

### PAYMENT METHODS

- You can top up your LOGO account by buying POINTS, your fees will be charged from your top up in your wallet
- 1 POINT cost 1,00 PLN
- Take advantage of our promotions while funding your account and you will receive additional points
- We offer various payment options to top up your account, payment by credit card activates automatic top-up so that your wallet is always full
- The LOGO balance will not be refunded and can only be used for riding with LOGO
- To obtain an invoice, please send your details and phone number to [faktura@logosharing.pl](mailto:faktura@logosharing.pl)

### HOW MUCH COSTS SUBSCRIPTIONS

- dayPASS daily package / 20 PLN - the fee is charged daily, you start for free and get 40 min rides / day
- weekPASS weekly package / 100 PLN - the fee is charged weekly, you start for free and get 30 min rides / day
- monthPASS monthly package / 300 PLN - the fee is charged monthly, you start for free and get 20 min rides / day
- Paying by credit card, the commission is 1,50 PLN + 2,9% total
- parking bonus at point P / 1,00 P
- The equivalent of free starts for a started day is 432 P (432 PLN)
- Unused minutes from previous days are not carried over to the next day
- the minimum period of the PASS subscription package is at, dayPASS day package 1 day, automatic extension 1 day, weekly package weekPASS 1 week, automatic extension of 1 week, monthly package monthPASS 1 month, automatic extension 1 month
- You buy the selected package for an indefinite period. We charge the fee, automatically, in advance in the billing periods according to the package purchased by you - daily, weekly or monthly, until you unsubscribe. Details in the LOGO Regulations.

### MY ACCOUNT WAS CHARGED INCORRECT

- If there is an unusual fee for the LOGO, send us an email: [help@logosharing.pl](mailto:help@logosharing.pl)
- Please note that some payment service providers will make a test deposit which will be automatically refunded later

## DO I HAVE TO PAY IF THE SCOOTER LOGO IS STEALED?

- You are responsible for the LOGO scooter, if you do not park the LOGO scooter correctly, and then you do not end the ride in the application with the "END" button by taking pictures of a correctly parked scooter using the yellow outline, you are responsible for theft, damage and you will pay a penalty and your account will be blocked

## THE COST OF THE SCOOTER AND ITS REPAIR?

- The price of the scooter is 4000 PLN
- Kickstand repair 100 PLN
- Break handle repair 100 PLN
- Throttle grips repair 100 PLN
- Light repair 100 PLN
- Tyre repair 100 PLN
- Front fender repair 100 PLN
- Rear fender repair 200 PLN
- Steering wheel repair 300 PLN
- Display repair 400 PLN

## OTHER COSTS

- Scooter transport from outside the green area, till 5km / 100 PLN
- Scooter transport from outside the green area, till 25km / 200 PLN
- Scooter transport from outside the green area, over 25km / 200 PLN + 10 PLN / km
- Wallet management fee, active user, 0 PLN / year
- Wallet management fee, no active user, 240 PLN / year

Charging the customer with the above fees does not preclude charging the customer with costs and fees in cases specified in the regulations.

## **2. First steps with LOGO.**

### UNLOCKING

- Search for the LOGO scooter on the map
- Find a LOGO scooter
- To activate the scooter, scan the QR-Code with your phone or enter it manually. Use the flashlight in the dark.
- You can also book your LOGO scooter for a fee of up to 10 minutes, confirm this in the application by selecting the scooter and pressing "BOOK"
- Start by pushing the LOGO scooter and simultaneously press the gas GO.

### HOW TO PARK

- When parking in designated P parking lots, you will receive 1 P for your next ride
- Park cautiously
- Park on sidewalks or designated areas
- Park in accordance with public rules without blocking any roads
- Do not block pedestrian walkways
- Do not block entries and exits
- Do not park while leaning the LOGO scooter against buildings
- Provide a pedestrian crossing of about 2.5 m
- Incorrect parking will result in a penalty and account blocking

## PARKING

- When parking in designated P parking lots, you will receive 1 P for your next ride
- To end the ride, take a picture of the properly parked scooter following the yellow outline
- After finishing the ride, confirm it in the application, confirming "END"
- You can also park your LOGO scooter for a fee of up to 60 minutes, confirm this in the application with the "PAUSE" button

## UNLOCK MORE THAN ONE LOGO SCOOTER

- This is unfortunately not possible
- To unlock several LOGO scooters, each driver needs his own LOGO account
- You can transfer points to another phone number in your wallet

### **3. Problems with LOGO.**

#### WHY CAN'T I FIND A LOGO SCOOTER ON THE MAP?

- Make sure you have a reception on your phone
- Make sure the LOGO scooter is not behind buildings or vehicles
- If you still don't see the LOGO scooter in the application, please let us know the position information via the application or email: [help@logosharing.pl](mailto:help@logosharing.pl)
- The LOGO scooter with an empty battery is not visible in the application as available

#### WHY CAN'T I UNLOCK THE LOGO SCOOTER?

- To activate the scooter, scan the QR-Code with your phone or enter it manually. Use the flashlight in the dark.
- If an unlocking message appears in the application, the LOGO scooter is in service mode, is damaged or has a low battery, look for another LOGO scooter nearby
- In the event of any damage, please inform us through our application or email: [help@logosharing.pl](mailto:help@logosharing.pl)

#### MY ACCOUNT IS STILL CHARGED WHEN I LOCKED THE LOGO SCOOTER?

- Check if your LOGO scooter has been locked properly after riding confirming "END"
- Locking after riding can take up to 60 seconds
- Remember that to connect to the application you need good network
- If this does not work, close the application and restart it
- If you still need help, please contact us by email: [help@logosharing.pl](mailto:help@logosharing.pl)

#### DAMAGED LOGO SCOOTER

- If the LOGO scooter is damaged or unfit for riding, stop the ride immediately, end the trip by confirming "END"
- Report the damage immediately via the application or e-mail: [help@logosharing.pl](mailto:help@logosharing.pl)
- Please note that only immediately reported defects can be recognized regarding refund of points

## EMERGENCY

- In an emergency, dial the emergency number 112
- Police 997
- Fire brigade 998
- Emergency medical Services 999
- If you are safe, contact us and report the damage or event via email: help@logosharing.pl

## 4. How to become a LOGO customer?

### OPEN LOGO ACCOUNT

- You must load our "LOGO SHARING" application on your phone
- Registration takes place via your telephone number
- You will receive an SMS with a confirmation code, enter it to complete registration

### I DON'T RECEIVE TEXT MESSAGES

- Check if your phone number is correct
- Check if you have coverage network on your phone
- You must be able to receive SMS, disable SMS blocking on your device
- You should receive an SMS within 60 seconds, if not, you can request a new code

## 5. Security.

### ALWAYS BE ABOUT YOUR SAFETY BEFORE RIDING

- Check if the LOGO scooter has any safety deficiencies
- In case of security deficiencies, please inform us via the application or e-mail: help@logosharing.pl

### AGE LIMIT FOR LOGO SCOOTER

- You can ride a LOGO scooter if you are over 18 years old
- If you are under 18 years of age, you can ride a LOGO scooter only with the consent and responsibility of your parents

### IS A HELMET NEEDED?

- We always recommend wearing a helmet
- There is no obligation to have a helmet

### TRAFFIC REGULATIONS

- Always comply with applicable regulations
- Park cautiously
- Watch out for pedestrians
- Pay attention to other road and pavement users

## ACCIDENT

- In an emergency, dial the emergency number 112
- Put yourself and the injured in safety and wait for emergency services
- Police 997
- Fire brigade 998
- Emergency medical Services 999
- Take care of yourself and other victims and wait for emergency services
- If you are safe, please contact us and report the event via email: [help@logosharing.pl](mailto:help@logosharing.pl)

## 6. Areas, parking lots and borders

### GREEN AREA

- You can ride

### BLUE AREA

- You can ride but you can't finish the trip "END"

### RED AREA

- You ride at a limited speed and you can't finish the trip "END"

### PARKING P

- When parking in designated P parking lots you will receive 1P for the next ride

### BORDERS

- Riding outside of our areas will turn off the scooter and finish the trip
- The user will be charged for picking up the scooter from outside the green area, cost from PLN 100
- The user's account will be blocked the next time the scooter is left outside the green area, the points on the user's account will be forfeited
- When renting a scooter outside the green area, the user must finish the ride in the green area
- Lack of funds in the user's wallet will turn off the scooter and finish whisking, as well as charging a penalty or blocking the user's account if he is currently moving outside the green area and leaving the scooter there

## 7. Subscriptions

### PASS SUBSCRIPTION PACKAGES

- You can start for free during the selected period
- The equivalent of free starts for a started day is 432 P (432 PLN)
- During the selected period, you receive a new number of free minutes daily depending on the PASS subscription package selected, unused minutes from previous days are not carried over to the next day
- the minimum period of the PASS subscription package is at, dayPASS day package 1 day, automatic extension 1 day, weekly package weekPASS 1 week, automatic extension of 1 week, monthly package monthPASS 1 month, automatic extension 1 month
- The subscription package will be extended automatically, you can deactivate it in the application's subscription settings
- Automatic wallet top-up can be deactivated after the end of the PASS subscription package period

### AUTOMATIC CHARGING OF THE WALLET

- To avoid the lack of points in your wallet, the wallet will be topped up automatically by the amount of your last top-up, a minimum of PLN 20, if the points fall below 5P or the available minutes will be exhausted.
- Automatic top-up can be deactivate in the application's subscription settings
- Automatic top-up cannot be deactivate during an active PASS subscription package

### OTHER

- other subscription packages are possible as part of our promotions

## 8. Complaints.

### REPORTING FAILURE OF LOGO SCOOTER

- please send a message indicating the position of the scooter via the application or email [help@logosharing.pl](mailto:help@logosharing.pl)

### INCORRECT PARKED SCOOTER LOGO

- Please send a message indicating the position of the scooter via the application or email [help@logosharing.pl](mailto:help@logosharing.pl)
- Thanks for your help

### INVOICING QUESTIONS

- If you have questions about invoices, please contact us via email: [help@logosharing.pl](mailto:help@logosharing.pl)
- We hope to clarify all your questions together quickly

## FEEDBACK

- You are happy, you have some comments
- You have an idea
- You need more information
- Then just contact us via eMail: [help@logosharing.pl](mailto:help@logosharing.pl)

Ride with LOGO!  
**CARE ABOUT COUNTRY.**