

Mii2 Terms of Service

Please read before delivering the scooter to the Service Center

General

1. Following preliminary examination, the counter will issue a price quote for all agreed-upon maintenance/repair activities. The quote will commit to a maximum price that cannot be exceeded. In case of a requirement to exceed the maximum budget, the counter will call the customer for approval. Work that exceeds the original price quote will not be performed without getting the customer's approval by phone.
2. Work will be performed according to the Mii2 pricelist that is updated from time to time, depending on the service workshop. The prices include the work and installation time. We commit to an original Mii2 spare part.
3. Any pricing of the electric system components is "in exchange for the used parts," for the purpose of quality control and/or recycling and proper handling of hazardous materials.
4. Examination of battery capacity and load tolerance costs NIS 99 and will be performed within 2-5 business days. The examination cost will be deducted from the account in case the customer wishes to replace the battery with a new one.
5. Mii2 does not guarantee that the part/spare part will have the same color as the original part/spare part.
6. Mii2 reserves the right to refuse service for any reason stemming from failure to meet the terms of warranty and/or use contrary to the manufacturer's instructions, including a device that deviates from the standard, a device that was not purchased from Mii2, a device the ownership of which is unclear or which is suspected of being stolen, a device the warranty over which has been revoked, a device with unoriginal parts, repair of a part/spare part without the device itself, impolite or violent behavior on part of the customer, a device possessed by a person under the age of 18.
7. Mii2 reserves the right to refuse handling a device, regarding which the customer refuses to accept and implement any recommendation of the team as to the device itself or how it should be used, which may endanger the rider and the public.
8. Transporting the device to and from the Service Center is under the responsibility and at the expense of the customer only, including in case of repeated repair and during the warranty period.
9. If Mii2 decides to provide the customer with a replacement scooter ex gratia, such action will be documented in the customer's card. The customer will be solely responsible for the replacement scooter and will bear the costs of any damage caused or loss. It should be noted that in case of providing an alternative solution, the number of warranty days we committed to will not be suspended.

Before delivering the scooter for service, please make sure:

- To remove from the device all bags, accessories and locks. The mechanic shop team will not be responsible for any loss or damage to auxiliary equipment.
- To leave keys or remote controls for the alarm.
- That every request, phenomenon or complaint is recorded in the digital form.
- That the contact details are correct and complete – text message to a mobile device will be deemed to have been delivered to the customer.

Upon getting the device back, please make sure:

- That everything that was done is specified in the invoice, and that every note was documented in the work card.
- To take a test ride and examine the device before leaving the store premises.

Please note!

- The customer must pick up the device within 2 business days after receiving a message by phone and/or a text message, according to which the device is ready for delivery.
- For storing the device, we charge NIS 25 per calendar day beginning on the fourth day, though not more than NIS 300 per month.
- After one month, the device will be transferred to a warehouse at an additional cost of NIS 250.
- After 3 months, the device will be considered abandoned, and will be scrapped without the customer being entitled to any compensation.
- Mii2 will not be responsible for damages or loss of a device transferred for long-term storage.

Mii2 will not bear any liability for confiscation of a device delivered for repair by a competent enforcement authority, whether due to suspected stolen property or due to deviation from the approved, up-to-date standard, even if the device was purchased in the past from Mii2. It is the customer's responsibility to ensure that the device meets the current standard. The Mii2 team will be happy to tailor any device purchased from us in the past in order for it to comply with the standard.

In case of theft, accident or any other extraordinary event, please report immediately to service@mii2.it.