



# COMPLAINT

bike User's full name

BRA account Owner's full name

login

phone number

address of residence

## THE RENTAL – ACCORDING TO THE SYSTEM

fee

rental station

return station

date and time

date and time

duration

## THE RENTAL – ACCORDING TO THE USER

rental station

return station

date and time

date and time

way of return\*

duration

## ADDITIONAL INFORMATION

### HOW TO COMPLETE A COMPLAINT FORM:

1. The form consists of 18 fields.
2. The „**THE RENTAL – ACCORDING TO THE SYSTEM**” section should be completed in accordance with the rental details, which are included in the Personal Account in the BRA system.
3. The „**THE RENTAL – ACCORDING TO THE USER**” section should be completed with the rental details according to the User’s knowledge.
4. The „**ADDITIONAL INFORMATION**” section should be completed with the rental description.
5. The completed form should be sent via e-mail to [bok@bra.org.pl](mailto:bok@bra.org.pl)

\* way of return: electric lock / combination (flexible) lock