

Terms of Use for U-bike

August 22, 2025

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1. Introduction

Thank you for choosing U-bike. By subscribing and registering to use U-bike, you enter into a binding agreement with Umeå Municipality.

The terms for using U-bike are set out in this document. U-bike is a rental bike system currently consisting of electric cargo bikes. In order to use the service, all conditions must be met.

Your agreement with us includes these Terms of Use. The current version is always available at www.ubike.se. By using U-bike, you confirm that you have read, understood, and accepted the terms, and you agree to be bound by them. If you do not accept the terms or cannot comply with them, you may not use U-bike.

Please read the terms carefully. They contain important information about the service, payments, fees, changes to the terms, automatic renewal, liability limitations, and other relevant information.

The information you provided at registration can be updated at any time by logging in at triply.se/ubike.

A U-bike subscription entitles you to borrow electric cargo bikes from any U-bike garage. Charging is carried out according to the applicable rates at www.ubike.se, where you will also find information about garages and opening hours.

2. Amendments to the Agreement

We reserve the right to make changes to the agreement as necessary. In the event of material changes, you will be notified appropriately, for example via email. In some cases, notification will be given in advance. Your continued use of U-bike after a change means that you accept the new terms. If you do not accept them, you may terminate your membership at triplify.se/ubike.

3. Use of U-bike

To use U-bike, you must:

1. Be at least 18 years old.
2. Have the legal right to enter into a binding contract and not be prohibited from doing so under applicable law.
3. Provide truthful, accurate, and complete information at registration and keep it updated.
4. Have Bank-ID. If you do not have Bank-ID, contact support@triplify.se for alternative solutions.

Companies and workplaces may subscribe and allow employees to use the bikes for work. Responsibility for employees' use lies with the company and is covered by these terms. The conditions for this are described at www.umea.se/ubike.

3.1 Our Services & Subscriptions

Umeå Municipality provides electric cargo bikes that can be used year-round within Umeå. The number of members often exceeds the number of bikes, and we cannot guarantee that a bike will always be available.

Membership is obtained via triplify.se/ubike and is valid until further notice. It is automatically renewed unless you cancel no later than one day before the end of the subscription period. Non-payment is not considered cancellation. If payment is missing, the membership may be suspended. No refunds are given for cancellation during an ongoing period.

3.2 Access Card/Sticker

Your subscription is stored on an access card or key tag. If your payment card has a contactless function, it may be registered as an access card.

4. User Guidelines

- Always follow traffic rules. You are responsible for any damage to yourself, others, or property. The cargo bikes may be loaded with a maximum of 75 kg in the box.
- You are personally responsible for your access card and the bike until it is correctly returned. You may only borrow one (1) bike at a time on your card. Lost or stolen cards must be reported immediately to support@triplify.se. If the report is missing or made after misuse, you are responsible for any misuse. Lost cards are replaced at a cost. For rules regarding online purchases, see Section 8 Payments, Termination, and Right of Withdrawal.

- It is strictly forbidden to modify or tamper with the bikes in any way. You may not attach your own accessories such as child seats or bike trailers. It is not permitted to store personal belongings in the garages.
 - Follow rental times specified at www.umea.se/ubike. Theft will be reported to the police.
 - Return the bike to the same garage where you borrowed it. To end billing and make it available to other users, also return it digitally. Report any damages via triply.se/ubike, our app “felanmälan Umeå kommun,” or by calling 090-16 10 00. At return, ensure the bike is correctly placed. Since the bike is electrically powered, the charger must be connected to the battery when the loan period ends. The bike must be locked with the frame lock when stored in the garage.
 - The bikes must always be locked with the frame lock. If the bike is parked/locked outside a U-bike garage, this is entirely at the cardholder’s risk. Theft/loss of a bike must be reported immediately to Umeå Municipality via 090-16 10 00 or the “felanmälan Umeå kommun” app. You are obliged to cooperate with Umeå Municipality in filing a police report. You must present the key if requested by Umeå Municipality.
 - If the bike is stolen or damaged, you may be required to compensate Umeå Municipality for repairs or theft up to SEK 3,000 (deductible, incl. VAT), and Umeå Municipality has the right to suspend the service for you. Umeå Municipality disclaims all liability for damages arising from your use of the loan bike. This disclaimer does not apply if the damage was caused by gross negligence by Umeå Municipality.
 - If the bike is not returned before the garage closes, you will receive a strike in the system. After three (3) strikes, we may suspend the service for you.
 - Personal memberships may not be used for business purposes, such as delivering food or goods for payment. Companies may instead subscribe for their employees.
 - We may contact you with service-related information via email, phone, or letter. Your information will not be shared with third parties for marketing purposes.
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5. Limitations and Modifications of the Service

To ensure availability, a broken bike under repair may temporarily be replaced with an equivalent spare bike. However, technical issues or maintenance may sometimes result in temporary service interruptions. Umeå Municipality reserves the right to modify or discontinue functions of the U-bike service at any time, with or without notice. By entering this agreement, you understand, accept, and agree that Umeå Municipality is not liable to you for interruptions, changes, or discontinuation of the U-bike service. This section applies to the extent permitted by Swedish law.

6. Personal Data

We need to store and process your submitted personal data. We only request personal data required for us to process your case (due to law, contract, or other reasons). If you do not provide the requested data, the municipality will not be able to process your case. The purpose of processing is to enable membership in U-bike. The legal basis for processing your personal

data is your consent. Your data is stored for up to one year after membership ends. We always comply with applicable privacy legislation when processing personal data. We may share your personal data with a third party if we are legally required to do so.

The purpose of processing personal data is to handle the administrative tasks related to U-bike. Umeå Municipality may only process your personal data in accordance with the purpose of the agreement. The personal data we process about you is also shared with the booking system provider, Thinktrain AB. However, we will never transfer your data outside the EU/EEA.

The data controller is the Technical Committee, 901 84 Umeå.

You may withdraw your consent at any time. Withdrawal does not affect the legality of processing carried out before the consent was withdrawn.

You have the right to access the data we hold about you, request correction, portability, restriction of processing, object to processing, or request deletion. To do this, contact the Data Protection Officer at dataskyddsbud@umea.se or Dataskyddsbud, Umeå kommun, 901 84 Umeå. Read more about your rights at www.umea.se/gdpr.

Complaints about our processing of your personal data may be submitted to the Swedish Authority for Privacy Protection (IMY), which is the supervisory authority.

7. Customer Service

For help with questions regarding your membership, contact us at ubike@umea.se. For questions regarding payments, access card issues, or login problems, contact support@triply.se.

8. Payments, Contract Duration, Termination

To use U-bike, a valid payment card must be registered in accordance with the Terms of Use. The reason for registering a valid card is to charge for membership and usage beyond any free time according to current rates. For company memberships, this does not apply; payment is made via invoice directly to the company, and users do not register their own cards. We use Bank-ID to verify identity for your and our security. If you do not have Bank-ID, contact support@triply.se for alternatives.

When you register for a membership, you gain access to U-bike bikes and consent to your membership starting immediately. Umeå Municipality has the right to terminate the agreement or suspend your access to U-bike at any time, including if you have, or are suspected of having, misused U-bike or failed to comply with the Terms of Use. If you or Umeå Municipality terminate the agreement, or if Umeå Municipality suspends your access, you accept that Umeå Municipality, to the extent permitted by Swedish law, has no liability or obligations towards you and will not refund any amounts already paid. For information on how to terminate your membership, visit triply.se/ubike. This section applies to the extent permitted by Swedish law.

9. Warranty and Disclaimer

We strive to provide the best service possible, but you understand and accept that U-bike is provided “as is” and “as available,” without express or implied warranties or representations of any kind. You use U-bike at your own risk. Nothing in this section affects your statutory consumer rights.

10. Limitations

If you are dissatisfied with the service, you always have the option to terminate your membership.

Owner of U-bike:

Umeå Municipality, Streets and Parks

Skolgatan 31A

901 84 Umeå

Organization number: 212000-2627