

Zoomo Fixed Term 1 Month Rental Agreement

Last Updated: October 2025

Name of renter	
Vehicle serial number	
Date of Agreement	
Agreed Fixed 1 Month Rental Plan	Monthly Rental Fee: €349 per month (including VAT) / 75€ per week. Security deposit: €200 (see clause 5). The Monthly Rental Fee covers the mandatory third-party liability insurance (see clause 23) and standard scheduled servicing (see clause 25). Optional add-ons selected via the Zoomo app are charged in addition and require your express consent.

This is a legally binding agreement (the "Agreement") between **ZOOMO FRANCE SAS** (Companies Register under number 901 648 337) having its registered office at 29 rue du Pont, 92200 Neuilly-sur-Seine, France ("Zoomo", "we", "us", "our") and the person renting an electric moped from us, as named in the Zoomo app profile filled in at the time of rental (referred to in this Agreement as the "Renter", "you", and "your").

You and Zoomo are collectively referred to as "the parties".

This Agreement is a rental agreement, under which we will rent an electric vehicle to you, in exchange for payment from you for a period of less than one month. The precise terms of the Agreement which govern our relationship are set out below. Please ensure that you have read these terms before you agree to them.

Defined terms used in this Agreement are set out in clause 32.

This Agreement constitutes the entire agreement and understanding between you and Zoomo on everything connected with the subject matter of this Agreement and supersedes any prior agreement or understanding on anything connected with that subject matter.

1. Term of this Agreement

The Start Date of this contract is the date on which you take possession of the Vehicle and pay the Starter Fee and Security Deposit in accordance with clause 3 below.

For the avoidance of doubt, the Term of this Agreement will be fixed for one (1) month (the "End Date") from the Start Date. You and Zoomo have the right to terminate in accordance with this Agreement, in which case Zoomo will communicate an alternative Expiry Date to you.

2. Zoomo's Vehicle

You have agreed to rent from us a vehicle with the serial number **[SERIAL NUMBER]** (the "Vehicle").

Zoomo shall commercially and reasonably ensure that the Vehicle materially conforms to any specification communicated by Zoomo from time to time.

Upon acceptance of the Vehicle and initial Battery, you agree that it is your responsibility to check the Vehicle and tell us if there are any defects. Any defects that you do not tell us about (except those which you could not reasonably have noticed) on collection are deemed to have occurred after collection.

3. Fees

By entering into this Agreement you agree to pay Zoomo the following:

- (i) the Rental Fee for the Vehicle as set out in the applicable plan selected in the Zoomo app — **€349 per month (including VAT) / 75€ per week (including VAT)** for the Fixed 1 Month Rental Plan — payable monthly in advance;
- (ii) any optional add-ons (charged in addition to the Rental Fee) only where you have expressly accepted them selected through the Zoomo app;
- (iii) the Security Deposit as set out in clause 5;
- (iv) any late fees and/or administrative fees incurred in accordance with this Agreement.

4. Rental Fees

Rental Fees are payable monthly in advance. You are required to subscribe to the appropriate Zoomo Plan through the Zoomo Vehicle app, prior to taking possession of the Vehicle.

Details about the relevant plans offered by Zoomo for payment of the Rental Fees are set out in the Zoomo app and may be updated from time to time.

The relevant plan must be selected by you upon checkout or in any applicable order form or within the Zoomo app. Any changes to our plans and pricing points will be made in our sole discretion in accordance with clause 30 of this Agreement. If you do not agree to the proposed change, you may terminate this Agreement without penalty by notifying Zoomo before the effective date of the change. If you do not terminate within this period, you will be deemed to have accepted the change.

Where this Agreement is concluded at a distance or off-premises, Zoomo confirms that all mandatory pre-contractual information required by the French Consumer Code (including the price per billing period, the total price for the Term or the method of calculation where the total cannot reasonably be calculated, and the right of withdrawal) has been provided to you via the Zoomo app prior to your acceptance.

5. Security Deposit

We require you to provide a security deposit of €200 (the "Deposit").

The Deposit is payable by you on taking possession of the Vehicle and will be retained by Zoomo as security for the Vehicle and any other related items that will be in your possession for the duration of the rental.

In the event of loss or damage to the Equipment (including the Battery) or Lock for which you are liable, Zoomo may, on giving you written notice and supporting justification, apply the Deposit (or part thereof) to the cost of necessary repairs or replacement. In the event of outstanding rental or repair fees, Zoomo will (on giving written notice to you and supporting justification), apply the Deposit (or part thereof) to the satisfaction of the same.

In the absence of damage, loss or outstanding fees, the Deposit will be refunded to you in full within 14 Business Days of the Expiry Date of this Agreement and after the Vehicle is returned.

Notwithstanding the foregoing, Zoomo is not obliged to hold the Deposit on trust for you, and you agree that Zoomo is free to treat the Deposit as its own monies, without prejudice to your Deposit refund right (where applicable) described above.

6. Payment Terms

You authorise Zoomo to debit your nominated debit or credit card with the amount of the Rental Fees and any other Fee incurred as and when they fall due.

You must pay all sums that you owe to Zoomo under this Agreement without any set-off, counterclaim, deduction or withholding of any kind, save as may be required by law.

All rental fees and charges related to the use of the Vehicle must be paid exclusively by credit or debit card. Cash payments are not accepted for moped rentals under any circumstances. By entering into a moped rental agreement with Zoomo, you agree to provide valid card payment details and authorize Zoomo to charge all applicable fees directly to your chosen payment method. Failure to maintain a valid card on file may result in suspension or termination of your rental agreement.

If we are unable to charge your preferred payment method for any outstanding charges, including Rental Fees, we will notify you of the unsuccessful payment. If the outstanding amount is not remedied within four (4) days following our notice, Zoomo may temporarily restrict the use of the Vehicle. If the payment remains outstanding after six (6) days, Zoomo reserves the right to take appropriate legal measures to recover possession of the Vehicle. Any reasonable costs incurred by Zoomo in connection with such recovery may be charged to you, to the extent permitted by law.

7. Right of Withdrawal

If you are a customer and this Agreement has been conducted at a distance or off-premises within the meaning of the French Consumer Code, you have a legal right to withdraw from this agreement within fourteen (14) calendar days from the date of signature. To exercise this right, you must notify Zoomo in writing. If you requested delivery of the Vehicle before the expiry of the withdrawal period, you will remain liable to pay a proportionate amount corresponding to the use of the Vehicle up to the date of cancellation.

8. Acknowledgement

You acknowledge that:

- (a) you have received the Vehicle in a roadworthy and undamaged state;
- (b) you have read and understood this Agreement, the Zoomo Privacy Policy, and Zoomo Safety, Security and Maintenance Guide, and agree to comply with all obligations under the same.
- (c) If you intend to use the Vehicle to make deliveries for a delivery company, you authorise us to share your details with the delivery companies you work for to confirm that you have an active account on their platform. Your personal data will at all times be governed by the Zoomo Privacy Policy.

9. Upon receipt of the Vehicle

Where the Vehicle is protected by packaging material, you shall be responsible for disposing such material at your cost, unless otherwise required by Zoomo.

10. Legal title

Zoomo shall at all times retain ownership of the Vehicle and you shall not do or allow anything which might adversely affect Zoomo's right, title or interest in the Vehicle. This means that

- (a) you must not create or allow to be created over the Vehicle any lien, charge or other security or lend, lease or sell or otherwise part with possession of the Vehicle or represent you may do these things (save as expressly authorised by this Agreement or by Zoomo);
- (b) you must not do anything that may cause any insurance of the Vehicle that Zoomo has to become void or voidable;
- (c) you must ensure the Vehicle is clearly identifiable as belonging to Zoomo, not remove any identifying mark on the Vehicle; and
- (d) you must inform Zoomo immediately if you become or are reasonably likely to become subject to any of the events or circumstances set out in clause 13.

11. Risk

Whilst title and legal ownership in the Vehicle remains at all times with Zoomo, risk in the Vehicle transfers and remains with you from the Start Date and until the Expiry Date of this Agreement or until Zoomo confirms otherwise in writing to you.

12. Termination by Either Party

Both parties agree that this is a one (1) month fixed term agreement and neither party may terminate this Agreement earlier than the End Date, unless either party is in default of this Agreement.

13. Termination by Zoomo

Zoomo may terminate this Agreement immediately by giving you notice in writing in the following circumstances:

- (a) A fee remains outstanding for more than seven (7) Business Days from the date on which it falls due;
- (b) If you are using the Vehicle solely or predominantly for Authorised Business Use (see below), and you take any of the following actions:
 - (i) stop carrying on all or a significant part of your business, or indicate in any way that you intend to

- do so;
- (ii) are unable to pay your debts as they fall due or are in a situation of *cessation des paiements* within the meaning of the French Commercial Code or if Zoomo reasonably believes that to be the case;
 - (iii) you become subject to a safeguard procedure (*procédure de sauvegarde*), receivership (*redressement judiciaire*), or liquidation (*liquidation judiciaire*), or any equivalent insolvency, restructuring, or collective proceeding under applicable law;
 - (iv) have a resolution passed for its winding up or have a petition presented to any court for its winding up or an application is made for an administration order, or any winding-up or administration order is made against you; or
 - (v) are subject to any procedure for the taking control of the Vehicle that is not withdrawn or discharged within seven (7) days of that procedure being commenced.

If Zoomo terminates this Agreement in accordance with this clause, you must immediately return the Vehicle to Zoomo in accordance with the instructions given in the notice.

14. Return of the Vehicle

On termination of this Agreement by Zoomo, Zoomo will set out an Expiry Date in the notice of termination provided to you. If you terminate this Agreement, Zoomo will set out an Expiry Date in our acknowledgement of your termination notice.

On or before the Expiry Date, you must return the Vehicle:

- (a) to a designated Zoomo Location, on or before the Expiry Date, during operating hours; and
- (b) in the same condition as it was upon taking possession, save that any reasonable and fair wear and tear is accepted.

The Vehicle will be deemed returned to the possession of Zoomo when Zoomo or their authorised representative acknowledges receipt of the Vehicle in writing.

Rental Fees will continue to apply for between the date of notification of termination and the Expiry Date, including the date of the Expiry Date or, if you fail to return the Vehicle as set out above or as otherwise instructed by Zoomo, the date that the Vehicle is returned to Zoomo.

If you do not return the Vehicle on the Expiry Date then:

- (a) you must pay Zoomo Rental Fees between the Expiry Date and the date the Vehicle is returned, including the week of the Expiry Date;
- (b) After written notice to you and if the location of the Vehicle is still unknown, Zoomo may report the Vehicle as not returned to the competent authorities and take the appropriate legal and recovery measures. This may include reporting the Vehicle as stolen to the Police and pursuing you for the full value of the Vehicle; and
- (c) you must compensate Zoomo for any reasonable costs incurred in recovering the Vehicle.

15. Late, Missed or Overdue Payments

If a Fee payment is not made by the due date, you may be charged a late fee of €25 which will be added to the total balance owing.

Without prejudice to its other rights, Zoomo reserves the right to charge interest to the amount due at the statutory interest rate applicable under French law. Interest shall accrue on a daily basis on all unpaid sums and will apply from the due date for payment until actual payment is received by Zoomo in full (whether before or after judgement).

Zoomo may also refer the matter to a debt collector or solicitor for collection of outstanding fees and repossession of the Vehicle, if applicable, in which case you will be liable to pay to Zoomo all reasonable fees and charges payable in respect of the debt collector's fees (including any commission), costs associated with recovering possession of the Vehicle and solicitor's fees on a full indemnity basis.

16. Security Interests

You acknowledge that Zoomo may have, now or in the future, a security interest or other right in the Vehicle. Zoomo reserves the right to perfect its interest in accordance with applicable law, including by making any filing or registration with the competent French registry, if Zoomo forms the opinion that it is necessary to do so to protect its reasonable commercial interests. In that event, Zoomo may require you to reimburse it for any reasonable costs incurred in connection with such perfection or registration on written notice.

17. Location Sharing

You consent to the collection and use (and share with third parties) of the location data from the Vehicle by and with Zoomo for the purpose of fleet management, safety, security, theft prevention, and contract enforcement. You may revoke this consent at any time via a written request to Zoomo. Zoomo agrees to NOT share your location data with any third party without your consent, except: (i) where required by law or competent authorities, or (ii) after first removing identifying information. Your personal data will at all times be governed by the Zoomo Privacy Policy.

18. Battery Swapping Service and Responsibilities

18.1. Service Provision and Access

- (a) The Renter may use the battery swapping stations operated by Silence Urban Ecomobility or its local affiliate ("Silence") located in Paris and its metropolitan area at locations designated by Silence, as updated by Silence from time to time (the "Silence Stations").
- (b) The battery swapping service is provided and contracted directly between the Renter and Silence. Zoomo is not a party to that service and acts solely as the service provider for the e-moped rental. Zoomo does not own, operate, or manage the Silence Stations.
- (c) Access to the Silence Stations is subject to Silence's rules, conditions, and operational decisions, including opening hours, access methods (including any apps/cards/codes and identity checks), and on-site instructions. The Renter acknowledges having read, understood, and accepted such rules, conditions and guidelines, and must comply with all posted rules, guidelines and safety instructions provided by Silence.

- (d) Zoomo is not responsible for any interruptions, unavailability, or restrictions of access to the Silence Stations, or for any operational decisions (including pricing, relocation or closure) made by Silence regarding these stations.

18.2. Battery Use and Charging Prohibition

- (a) The Renter must only use batteries provided with the Vehicle by Zoomo or exchanged at authorized Silence Stations.
- (b) THE RENTER IS STRICTLY PROHIBITED FROM ATTEMPTING TO CHARGE ANY BATTERY using personal chargers or any external power source. The service is exclusively for battery swapping. Any unauthorized attempt to charge a battery constitutes a material breach and may result in immediate termination of this Agreement and liability for any resulting damage, fire, or injury.

18.3. Battery Handling, Safety, and Risk

- (a) The Renter assumes all risk and is responsible for the Battery from the moment it is removed from the Silence Station until it is securely returned to either the Vehicle or another Silence Station.
- (b) The Renter must handle the Battery with extreme care: never drop it, expose it to water or harsh conditions, or modify it in any way.
- (c) Batteries must be stored safely and out of direct sunlight when not installed in the Vehicle.
- (d) If a Battery malfunctions, is damaged, or shows signs of defect (e.g., bulging, leaking, excessive heat), the Renter must immediately isolate the Battery, cease use, and notify Zoomo without delay. Zoomo will then coordinate with Silence as appropriate, and Renter must follow any instructions provided by Zoomo or Silence.

18.4. Responsibilities and Limitations

- (a) The Renter remains responsible for the Battery until it has been returned securely to a Silence Station in accordance with Silence's procedures.
- (b) Zoomo shall not be liable for any faults, delays, or interruptions caused by the operation of the Silence Stations.
- (c) In case of station unavailability or operational issues, the Renter must follow any alternative instructions provided by Silence, and Zoomo will assist the Renter reasonably.
- (d) The Renter cannot hold Zoomo liable for any damages resulting from misuse, malfunction, or operational decisions of the Silence Stations.
- (e) To the maximum extent permitted by law, the Renter shall indemnify and hold Zoomo harmless from third-party claims, fines, losses and costs arising from the Renter's breach of this section 18, misuse or external charging, or unauthorised handling/storage of the batteries.

18.5. If required to enable access to Silence Stations, the Renter authorises Zoomo to share with Silence the personal and vehicle data

19. Authorised Use

Zoomo authorises you to use the Vehicle during the Term for Authorised Business Use and/or Authorised Personal Use, provided that such use must not involve Unauthorised Use or otherwise contravene this Agreement.

Authorised Business Use includes commercial last mile food and/or grocery delivery services, in accordance with local road rules and legislation and all other applicable laws and regulations.

Authorised Personal Use includes operation of the Vehicle on roads in accordance with local road rules and legislation and all other applicable laws and regulations.

Unauthorised Use includes (but is not limited to) any business or personal use involving:

- (a) the operation of the Vehicle by any person other than you;
- (b) granting any third-party legal rights over the Vehicle;
- (c) selling, lending or renting the Vehicle to anyone;
- (d) the carriage of any person in addition to you;
- (e) the towing of another person, vehicle or other object;
- (f) the operation, use or involvement in any way of the Vehicle in violation of any laws or for an illegal purpose;
- (g) working on, modifying or attaching anything to the Vehicle;
- (h) overloading the Vehicle;
- (i) riding the Vehicle outside the territory of France;
- (j) the carriage of hazardous goods requiring a separate licence from a government authority;
- (k) the use of the Vehicle for any other commercial use other than last mile food and/or grocery delivery;
- (l) the operation of the Vehicle on any other surface other than paved or gazetted roads within metro areas without the written permission of Zoomo;
- (m) any race or competition; and
- (n) the operation of the Vehicle outside of reasonable and safe parameters and/or in any negligent manner.

20. Zoomo Warranty

Zoomo represents that, to the best of its knowledge and belief, the Vehicle is supplied to you at the commencement of the Term:

- (a) in sound and safe condition, suitable for Authorised Use;
- (b) free of any known faults or defects that would affect its safe operation under normal use; and
- (c) in accordance with the manufacturer's standards.

Apart from this and any other warranty or guarantee set out in this Agreement, or which you are entitled to by law, Zoomo excludes all other warranties or guarantees.

20. Limitation of Liability

Where our products and/or services fall within the scope of the French Consumer Law, our liability will be limited to the extent permitted under the French Consumer Law only.

To the maximum extent permitted by law, Zoomo shall not be liable for any indirect, consequential, or economic loss (including loss of profit, loss of business, or loss of opportunity) arising out of or in connection with this Agreement. Zoomo's total aggregate liability for any claim arising under this Agreement shall not exceed an amount equal to the Rental Fees paid by you during the Term.

Zoomo shall not be liable if delayed in or prevented from performing its obligations under this Agreement due to Force Majeure, provided that it promptly notifies the Renter of the Force Majeure event and its expected duration and uses reasonable endeavours to minimise the effects of that event.

22. Your Warranties

You warrant that you:

- (a) meet all legal requirements under French law to operate the Vehicle, including, but not limited to, holding a valid licence or permit;
- (b) had no convictions or endorsements for serious motoring offences, being those which cannot be addressed by a fixed penalty notice, or fraudulent offences (**Prohibited Offence**);
- (c) If you are convicted of a Prohibited Offence during the Term, you will stop using the Vehicle and contact Zoomo immediately informing Zoomo of the conviction. The conviction may compromise the Vehicle's insurance, so you must not ride the Vehicle unless and until Zoomo confirms that you may continue to use it;
- (d) will take care of the Vehicle and keep it in a good, roadworthy condition;
- (e) if at any time your licence is suspended, cancelled or restricted, you will immediately notify Zoomo and cease operating the Vehicle. You acknowledge that Zoomo has no obligation to verify the validity of your licence and that you are responsible for ensuring you are permitted to ride the Vehicle in France;
- (f) are in a position to drive the Vehicle safely in traffic according to the relevant applicable traffic and administrative regulations;
- (g) have experience or minimum knowledge of driving mopeds and are familiar with the operation and safe use of mopeds;
- (h) have had no more than three (3) motor insurance claims in the last three (3) years and no more than two (2) that are attributable to your own fault;
- (i) have not at any time had a policy of insurance voided, cancelled, declined or had special terms applied;
- (j) have never had a claim refused by an insurer;
- (k) have not received a ban on driving in the past five (5) years;
- (l) will not intentionally damage the Vehicle;
- (m) will not seek to have the Vehicle modified or repaired by a third party;
- (n) will not paint, draw or apply stickers or decals to the Vehicle;
- (o) will be the sole operator of the vehicle at all times;
- (p) will charge the Vehicle only with the charger supplied by Zoomo;
- (q) will not use the Vehicle while under the influence of alcohol or drugs;
- (r) have been advised by Zoomo that it is recommended you obtain and maintain (if not provided by Zoomo) appropriate public liability insurance coverage for loss or damage caused to persons or property in connection with your use of the Vehicle;
- (s) will only use the Vehicle for an Authorised Use;
- (t) will not use or permit the Vehicle to be used for any Unauthorised Use;
- (u) will operate the Vehicle in a safe and reasonable manner and not in any negligent manner; and
- (v) will, at all times during the Term while the Vehicle is not in use, lock the Vehicle in accordance with all reasonable directions of Zoomo, including as set out in the Safety, Security and Maintenance Guide, as amended from time to time.

You indemnify Zoomo in respect of any loss or damage arising out of any warranty given in this clause 21 being incorrect or any breach of any such warranty and will be solely responsible for all loss and damage arising, including (but not limited to) all associated tickets, fines, penalties and fees.

You are responsible for arranging for any necessary toll payments or other similar charges. If you do incur any costs relating to your operation of the Vehicle, including any toll fees or fines by law enforcement, you will be charged an administration fee of €15 per incident. This fee will be deducted from the Deposit.

22A. Driver's Licence and Eligibility

You must hold a valid driver's licence of the appropriate category or an equivalent document legally recognised in France under French traffic regulations.

- Licences issued by an EU or EEA Member State are valid in France without time limitation, provided they remain valid in the country of issue.
- Licences issued by a non-EU/EEA country are valid for up to one (1) year from your date you establish normal residence in France, provided they are accompanied by an official French translation or an international driving permit and the original licence.
- After this period, the licence must be exchanged for a French licence or you must obtain a French licence before continuing to drive or rent the Vehicle.

You must present identification, proof of residence (or residence permit), and a valid driving licence of the appropriate category prior to rental. Zoomo reserves the right to refuse or suspend the rental if these documents do not confirm your legal eligibility to operate the Vehicle in France.

22B. Responsibility for Maintaining a Valid Licence

You agree to maintain a valid and legally recognised driving licence in France for the entire duration of this Agreement.

If your licence becomes invalid, expires, is suspended, revoked, restricted, or is no longer recognised in France (including, for foreign licences, after one year of normal residence in France where no exchange has been made), you must immediately stop using the Vehicle and notify Zoomo.

Any use of the Vehicle while your licence is invalid constitutes a breach of this Agreement. You will be solely liable for any fine, penalties, damage, or accident occurring after your licence becomes invalid. You acknowledge that the insurance coverage may be refused or reduced in such circumstances, to the extent permitted by applicable law and the insurance policy terms. Zoomo may suspend or terminate the Agreement with immediate effect and recover the Vehicle at your expense.

Zoomo is not responsible for continuously monitoring the validity of your licence after the start of the Agreement. However, Zoomo may request updated proof of validity at reasonable intervals or where it has legitimate grounds to do so.

23. Responsibility for and costs incurred as a result of loss and damage including theft

You hereby acknowledge that you are liable for:

- (a) the loss of, and all damage to, the Vehicle above fair wear and tear during the Term of this Agreement, including as a result of theft of the Vehicle or attachments to the Vehicle. For the purposes of this Agreement, fair wear and tear is to be determined by Zoomo;
- (b) any costs incurred as a result of the Vehicle breaking down or being rendered inoperable due to your negligence or misuse of the Vehicle; and
- (c) all damage to any person or the property of any person:
 - (i) which is caused or contributed to by you or any person you allow to drive the Vehicle, including flat tyres; or
 - (ii) which arises from the use of the Vehicle by you or any person you allow to drive the Vehicle.

You will indemnify Zoomo in respect of any damage caused to any person or the property of any person for the reasons identified in clause 22(c) above.

If the Vehicle is lost, stolen, or damaged beyond reasonable repair you will be liable to pay Zoomo €2000, being the replacement value of the Vehicle, plus any additional costs incurred by Zoomo incidental to the loss or theft of the Vehicle ("**Loss or Theft Costs**"). Such amounts payable are fair and reasonable and constitute a genuine pre-estimate of the losses suffered by Zoomo in the event of the loss, theft or irreparable damage of the Vehicle. You agree to pay any such amount immediately on demand by Zoomo.

In the event of theft of the Vehicle, you agree to:

- (a) file a police report and provide details to Zoomo as soon as reasonably practicable after the Vehicle has been stolen;
- (b) complete our theft form (available from our website) as soon as reasonably practicable after the Vehicle has been stolen;
- (c) return all the accessories (battery, charger, locker, keys, etc) which have not been stolen and are in your possession to the nearest Zoomo location as soon as reasonably practicable after the Vehicle has been stolen;
- (d) provide such reasonable evidence that you locked the Vehicle correctly by speaking with our Zoomo staff at the nearest Zoomo location.

In the event of loss or damage to the Vehicle or other loss or damage arising in connection with the use of the Vehicle other than as a result of theft of the Vehicle, you must:

- (a) promptly report the incident in writing to Zoomo and provide Zoomo with details of the incident including:
 - (i) an accurate description of the incident e.g. state stolen and the location;
 - (ii) name, address and license number, of any other person involved;
 - (iii) registration of any other vehicles involved;
 - (iv) names and station of any police officers involved; and
 - (v) any other information reasonably requested by Zoomo; and
- (b) return all parts of the Vehicle which have not been lost or damaged (battery, charger, locker, keys, etc) to

the nearest Zoomo location.

You accept that GPS device services are necessary in order to protect our vehicles against theft and enhance recovery. Zoomo may request you to attend your nearest Zoomo location for a GPS device service. Any location data and your personal data will at all times be governed by the Zoomo Privacy Policy and applicable data protection laws.

24. Insurance

During the Term, Zoomo will provide mandatory third-party liability insurance policy from a licensed insurance company which provides coverage for third party property damage and personal injury caused by the Vehicle. The cost of this insurance is contained within the rental price.

Any damage caused to the vehicle by a third party or force of nature whilst the vehicle is in your care shall be your sole responsibility. You agree to compensate Zoomo as required for damage caused if for any reason the insurance policy provided is not used or is unable to be provided.

To assist with the making of any insurance claim, if you are involved in an accident, you agree to provide us with the following information as soon as possible:

- (a) details, circumstance, and location of the incident (time, address, relevant details of the accident);
- (b) relevant information regarding any vehicles or third parties involved (e.g., licence plate, names, phone number, and driver's licence number of any persons involved, VIN, make and model, vehicle colour);
- (c) insurance details of all parties involved (e.g., policy number, name, insurance provider);
- (d) witness contact information (e.g., name, address, phone number);
- (e) insurance information of your personal motor vehicle policy, if applicable;
- (f) photographs of any damage to the vehicle or of other vehicles involved; and
- (g) a copy of the police report for the incident, if any.

Zoomo may change the insurance policy at any time during the Term, and will provide you with notice if this occurs.

25. Reduction of Loss or Theft Costs

On entering into this Agreement, you may have the opportunity to limit your liability for Loss or Theft Costs by including theft cover as a part of your plan ("Theft Cover") (separate terms and conditions will apply).

With Theft Cover, your liability for Loss or Theft Costs will be limited in accordance with the plan you have chosen, as long as you are not otherwise in breach of this Agreement and providing you are no more than 1 week in arrears with payment of Rental Fees. Zoomo may require proof of a police report or other relevant documentation in order to activate Theft Cover.

For clarity, Theft Cover only covers circumstances where the Vehicle is stolen. It does not cover any loss or damage to the Vehicle as a result of, for example, an accident, weather damage or tipping the Vehicle.

26. Maintenance, Security and Safety

You hereby agree to comply with the following for the Term:

- (a) maintain the Vehicle in a careful and reasonable manner and complying with all additional servicing or repairs recommended by Zoomo at any service;
- (b) complete the safety and maintenance checks outlined in the Zoomo Safety, Security and Maintenance Guide;
- (c) lock the Vehicle when not in use;
- (d) keep the keys to the Vehicle safe when not in use;
- (e) comply with all applicable laws, including transport laws;
- (f) wear a helmet at all times when operating the vehicle;
- (g) not to park the vehicle in any unauthorised or forbidden locations. This includes any blocked areas that are inaccessible to the public and any areas subject to parking restrictions for specific days or times or for particular vehicles;
- (h) when parking, park the vehicle in an upright position using the kickstand, perpendicular to the curb with the vehicle's back wheel adjacent to the curb;
- (i) without the express written consent of Zoomo, not operate the vehicle on any surface other than paved or gazetted roads;
- (j) check the tyre pressure every seven (7) days to ensure they are inflated to the correct PSI, being 32PSI for the front tyre and 34PSI for the rear tyre;
- (k) in the case of a battery malfunctioning, (i.e. if the battery is submerged in water, the battery case is defect (bloated) or liquid is coming out), you will immediately isolate the battery and inform Zoomo;
- (l) you will make sure to handle the battery with care at all times, particularly when transport the battery for charging purposes;
- (m) once removed from the vehicle, you will not drop the battery and will ensure it is stored and kept out of direct sunlight;
- (n) attend at a nominated Zoomo location with the Vehicle for the Vehicle to be serviced every 3000 km travelled;
- (o) attend at a nominated Zoomo location with the Vehicle as directed by Zoomo for a service within seven (7) days of being requested to by Zoomo. You are to make a booking for the service with Zoomo prior to arrival;
- (p) refrain from servicing or causing the Vehicle to be serviced otherwise than at a designated Zoomo Vehicles location.

Regular servicing as set out above is necessary for Zoomo to ensure the continued safety of the Vehicle. It is critical to your ongoing use of the Vehicle that you attend scheduled services as set out above. If you fail to attend a scheduled service as required, a late fee of €0.10/km for every kilometre travelled over 2000km since the Vehicle's last service will be incurred.

Standard services are provided at no cost to you during the Term, however if Zoomo or their representative identifies any damage requiring repair (apart from fair wear and tear), including (but not limited to) a flat battery, flat or punctured tyre, lost keys to Locks or other accidental damage, you will be responsible to pay for such repairs.

Zoomo is committed to organising additional services if they become aware of any potential issues or faults with the Vehicle. Accordingly, it is critical to your ongoing use of the Vehicle that you attend unscheduled

services as directed by Zoomo. If you fail to attend a directed service as required, a late fee of €5 per day will be incurred.

The late fees set out in this clause 25 are intended as a reasonable pre-estimated of the costs incurred by Zoomo, and have been designed to protect the interests of both parties in the continued safety of the vehicle.

The vehicle is an electric vehicle that requires periodic charging of its battery in order to operate. While Zoomo aims to ensure the vehicle is charged when conducting a service, it is your responsibility to make sure prior to initiating a ride that the vehicle has adequate electric charge for the expected duration of the ride. You agree to use and operate the vehicle safely and prudently in light of the vehicle being an electric vehicle.

27. Notice

When a notice must be provided in writing by Zoomo to you or you to Zoomo, it may be provided by letter, email or via our app, provided that you have consented to electronic communications.

We may send notices to you at your last known home or email address, telephone number or other contact details provided by you. If your personal contact details are changed at any time, please provide prompt notice of the change to Zoomo.

You must send notices by email to our customer service team at hello@ridezoomo.com or contact Zoomo by accessing the website (www.ridezoomo.com).

Unless specifically stated otherwise in this Agreement, any notice given by Zoomo to you or you to Zoomo will be deemed given and received if:

- (a) delivered by hand to your last known home or work address, at the time of delivery;
- (b) sent by registered post with acknowledge of receipt, at the date of first presentation by the postal service;
- (c) sent by email or via the app when it becomes available to you on a Business Day before 4pm, or otherwise at 9:00 am on the next Business Day.

28. Dispute Resolution

If a dispute arises out of or in connection with this Agreement or its performance, validity, or enforceability (a "Dispute"), the Parties shall first attempt to resolve it in good faith. If either Party wishes to raise a Dispute, they must notify the other Party in writing as soon as possible. The notification should include details of the Dispute, the outcome desired, and any actions that might settle the Dispute.

Upon receipt of such notification, the Parties will attempt to resolve the Dispute amicably. If the Dispute is not resolved within twenty (20) Business Days, either Party may propose mediation. The Parties share equally any costs of mediation, except otherwise provided by law. Nothing in this clause prevents either Party from bringing proceedings before a competent French court at any time, or, where necessary, from seeking urgent interim measures.

All communications made under this clause are confidential and, to the maximum extent permitted by law, treated as "without prejudice" negotiations.

For avoidance of doubt, this clause does not prevent Zoomo from taking reasonable steps to recover overdue amounts, including engaging a debt collection agency or solicitor, in accordance with applicable law. This clause survives termination of this Agreement.

29. Assignment

You may elect to assign your rights and obligations under this Agreement to another person, subject to Zoomo Vehicle's written approval. Such approval may be subject to the provision of additional information and conditions. Zoomo Vehicle's decision on assignment will be final. In the event of an assignment, you must pay all charges up and including the effective date of assignment.

30. Relationship of Parties

This is a contract for supply of goods and services and is not intended to create any other relationship, partnership, joint venture, employment relationship, franchise, or an agency between the parties.

31. Changes to terms

We may, at any time, modify this Agreement and any of the documents referenced herein and/or included herein by hyperlink, including but not limited to our Privacy Policy, pricing structure, repair services or theft cover, by providing at least 14 days' notice via email, on our website or in our app. If you do not agree to the proposed change, you may terminate this Agreement without penalty by notifying Zoomo before the effective date of the change. If you do not terminate within this period, you will be deemed to have accepted the change.

32. Governing Law and Jurisdiction

This Agreement and any dispute or claim arising out of, or in connection with it, its subject matter or formation (including non-contractual disputes or claims) shall be governed by, and construed in accordance with, the laws of France. The parties irrevocably agree that the courts of France shall have exclusive jurisdiction to settle any dispute or claim arising out of, or in connection with, this Agreement, its subject matter or formation (including non-contractual disputes or claims). If you are a consumer, you may also bring proceedings before the courts of residence, in accordance with French Consumer Code.

33. Definitions

Authorised Business Use includes commercial delivery services, such as document or food delivery, in accordance with local road rules and legislation.

Authorised Personal Use includes operation of the Vehicle on roads in accordance with local road rules and legislation

Business Day means a day on which banks are open for business in Paris, France, other than a Saturday, Sunday or public holiday.

End Date means 1 month from the Start Date, on which you are required to return possession of the Vehicle to Zoomo, should this Agreement continue for its full Term.

Expiry Date means the day on which this Agreement between you and Zoomo ends, either when the Term of this Agreement expires (the End Date) or the date on which either you or Zoomo agree to terminate this

Agreement in line with clauses 12 or 13.

Force Majeure means an event or sequence of events beyond a party's reasonable control preventing or delaying it from performing its obligations under this Agreement. Inability to pay and any consequences related to Covid or any pandemic or epidemic and any government restrictions to which a party is subject is not Force Majeure.

Rental Fees means the rental fees payable by you to Zoomo as per the selected rental plan

Safety, Security and Maintenance Guide means the Zoomo's Safety, Security and Maintenance Guide that will be given to you on your initial collection of the Vehicle from Zoomo.

Start Date is the date when you took possession of your rental vehicle from a Zoomo shop or partner shop.

Term means the one month period between the Start Date and the End Date of this Agreement.

Unauthorised Use means any use other than an Authorised Use, as set out in clause 18.

Vehicle has the meaning given to it in clause 2.

34. Interpretation

In this Agreement the following rules of interpretation apply, unless the contrary intention appears or context otherwise requires:

- (a) Headings and subheadings are for convenience only and do not affect the interpretation of this Agreement.
- (b) References to clauses, Schedules, annexures, appendices, attachments and exhibits are references to the clauses of, and the Schedules, annexures, appendices, attachments and exhibits to, this Agreement.
- (c) References to parties are references to the parties to this Agreement.
- (d) References to a party to any Agreement or document include that party's permitted assignees and successors, including executors and administrators and legal representatives.
- (e) Words denoting the singular include the plural and words denoting the plural include the singular.
- (f) Words denoting any gender include all genders.
- (g) The word 'person' includes any individual, corporation or other body corporate, partnership, joint venture, trust, association and any Government Agency.
- (h) A reference to any Agreement or document (including this Agreement) includes any amendments to or replacements of that document.
- (i) A reference to a law includes:
 - (i) legislation, regulations and other instruments made under legislation and any consolidations, amendments, re-enactments or replacements of them;
 - (ii) any constitutional provision, treaty or decree;
 - (iii) any judgement;
 - (iv) any rule or principle of common law or equity, and is a reference to that law as amended, consolidated, reenacted, replaced or applied to new or different facts.
- (j) No provision of this Agreement will be construed adversely to a party because that party was responsible for the preparation of that provision or this Agreement.
- (k) A reference to time is a reference to the time in Paris, France unless otherwise specified.
- (l) A reference to a day is to be interpreted as the period of time commencing at midnight and ending 24 hours later.
- (m) If any act is required to be performed under this Agreement by a party on or by a specified day and the act is performed after 5.00 pm on that day, the act is deemed to be performed on the next day.
- (n) If any act is required to be performed under this Agreement on or by a specified day and that day is not

a Business Day, the act must be performed on or by the next Business Day.

- (o) A reference to an amount of euros or € is a reference to the lawful currency of France, unless the amount is specifically denominated in another currency.
- (p) Specifying anything in this Agreement after the terms 'include', 'including', 'includes', 'for example', 'such as' or any similar expression does not limit the sense of the words, description, definition, phrase or term preceding those terms unless there is express wording to the contrary.
- (q) Where a word or phrase is defined, other parts of speech and grammatical forms of that word or phrase have corresponding meanings.