

FREQUENTLY ASKED QUESTIONS (FAQ)



Why MYBYK?

- MYBYK is a one-of-a-kind solution for all 3 stakeholders - citizens (affordable & healthy), authorities (lesser stress on commute & parking infrastructure), and environment (green & pollution free).
- As per reports, 75%+ commutes in India are less than 3kms and bicycles could be one of the best mobility solutions for the same.

Benefits / Advantages of MYBYK

- In today's world, one should focus on "Use More, Own Less". We believe in this #SharedEconomy model and offer our bicycles for People to rent as peruse.
- MYBYK is a purpose-driven organization looking to create a significant impact and aim to have more people in Urban India opt for MYBYK services for the following reasons:-
 - Made-In-India, Robust, Light-Weight Bicycles for both males & females
 - Register, Unlock, Ride, Pay - All via Mobile App
 - Available 24X7 for Unlock, Replace and Return at MYBYK Hub
 - Zero Hassle of Maintenance for the MYBYK User
 - Flexible Plans for Diverse Needs

How do I get MYBYK?

- MYBYK is made for everyone. It is a self-explanatory & easy-to-use app. A user needs to execute the following simple steps:-
 - Download the app from Google Play Store or Apple Play Store
 - Register with a Mobile Number (verification via OTP)
 - Add Security Deposit to the Wallet (100% Refundable)
 - Locate & Go to the nearest MYBYK Hub
 - Select from the list of bicycles available
 - Choose a Plan as per requirement
 - Start & Enjoy the Ride - Auto Unlock

Note: A user can keep the bicycle locked & secured with them for the entire duration of the rental.

Why should I pay the Security Deposit?

- We only charge a token of Rs500 as Security Deposit. This is 100% Refundable.
- While most of our users take good care, we have observed cases of misuse of bicycle in some cases.
- Because we are handing over our asset (Bicycle with Smart Lock) to you, we charge this small amount.
- At any point of time if you wish to get refund of this amount, raise a request on the App itself. It would take us max 5-7 working days to process the same.

What happens if MYBYK is Damaged/Stolen?

- In general, like with any asset, individuals take care of the bicycles when they rent it for a while.
- We urge all our users to keep the bicycles locked and in a safe place to prevent theft / damage.
- Even after taking care, if there is a case of theft, we request you to file a police complaint for the same. Also, please report the same to MYBYK via our ChatBot and understand the process further.
- In case of damage, our team will assess the damage and share the cost that unfortunately will have to be borne by you.

Do I need to Return the Bicycle Daily?

- For people who wish to keep the bicycle with them, we have multiple subscription options like Unlimited Ride Rental Plans for 7/30/90 Days.
- Only if you select Pay-Per-Ride or Pay-Per-Hour Plan, will you need to return the bicycle at the end of the rental period or max end of the day.

Can I Auto-Renew My Subscription?

- We appreciate the patronage our customers have shown and understand that many users would like to auto-renew their subscription.
- We are working on having the auto-renew in our new app. However, for now you can raise a request for renewal via the Mobile App or our ChatBot.

How do I Renew My MYBYK Subscription?

- To renew your MYBYK Subscription, please ensure you have wallet balance equal or higher than the plan subscription charges (in addition to refundable security deposit of Rs500).
- Once you have the required wallet balance, just go to the Help section in the hamburger menu (top left), click on "I want to renew my subscription," and submit a renewal request.
- We try to address all renewal requests as soon as possible. However, it may take up to 24 hours to process your request on rare occasions. Also note that the renewal will happen only after current subscription is over.

Can I take more than one MYBYK?

- At any given time, one user can only unlock one MYBYK.

Can I pause the MYBYK Ride?

- Yes. You can pause your ongoing ride at any point of time. Just manually lock the bicycle and don't end the ride on the app.
- To unlock, just go to "Your Rides" section, select "Current" ride tab and click on the lock icon when you are in close proximity of the bicycle. The bicycle will be unlocked digitally.

What to Do in Case of an Emergency?

- In case of any unfortunate incident, we would firstly request you to check for your personal well-being and whether you need any medical attention. Once done, secure MYBYK and put it in a safe place. Get in touch with us using our ChatBot and one of our representatives will contact you ASAP.
- In case you need any road-side immediate assistance, you can also park the Bicycle at a secure place on the road-side and get in touch with us via our ChatBot in the Mobile App.