

Referencing, De-referencing and Ranking Conditions – Jungle Bike

1. How the service works

Jungle Bike offers on the junglebike.fr website:

- an online intermediation service allowing (i) customers to book appointments with repairers listed on junglebike.fr and (ii) repairers to offer appointments on junglebike.fr for services carried out in a workshop, at the customer's home, or on a mobile basis;
- a directory service.

In order to help customers find a repairer, Jungle Bike makes its intermediation and directory services available to customers free of charge. Registration and use of the Platform are also free of charge for repairers: Jungle Bike does not charge repairers any subscription fee or any other remuneration in exchange for their referencing.

Jungle Bike does not act as a repairer and does not carry out any repair activity, limiting its role in this respect to that of a mere intermediary and technical service provider. The price of services is set by the repairers, in accordance with applicable regulations.

2. Referencing and de-referencing conditions

2.1 Referencing of repairers holding a Jungle Bike account

In order to appear with an online profile and offer appointment booking on junglebike.fr, repairers must:

- create a Jungle Bike account free of charge;
- have completed the verification procedure, including verification of their identity, their professional registration (or any equivalent document valid in the country where they are domiciled) and their professional liability insurance certificate;
- comply with Jungle Bike's Terms and Conditions;
- comply with applicable regulations in force.

Repairers holding a Jungle Bike account have an online profile and are listed in two distinct categories:

- profiles that have provided available time slots for online appointment booking;
- profiles that have not provided available time slots for online appointment booking.

2.2 Referencing of repairers not holding a Jungle Bike account

Repairers who do not hold a Jungle Bike account may nevertheless appear, unless they object, in search results within the directory service, based on publicly available information.

2.3 De-referencing of repairers holding a Jungle Bike account

Repairers holding a Jungle Bike account may withdraw their available time slots at any time. In that case, they will continue to appear in search results but in the category of profiles not offering online appointment booking.

Repairers may also request to be de-referenced for convenience by deleting their Jungle Bike account.

Grounds for de-referencing due to a breach by repairers holding an online profile may include in particular:

- violation of applicable legal or regulatory provisions;
- failure to comply with Jungle Bike's applicable Terms and Conditions;
- withdrawal, expiry or invalidity of their professional registration (or of the equivalent document valid in the country where the repairer is domiciled) or of their professional liability insurance certificate;
- inappropriate conduct likely to harm Jungle Bike, a customer, another user, or a third party;
- inappropriate or abusive use of the services offered by Jungle Bike.

3. Search result ranking rules

Jungle Bike allows customers to search on junglebike.fr for a repairer based on an address, a city, or their geographic location (geolocation feature), combined with a search radius adjustable by the customer up to 100 km.

Search results matching the searched area are ranked according to the following two categories, presented in the order below:

- profiles of repairers holding a Jungle Bike account;
- repairers matching the customer's search but not holding a Jungle Bike account.

Within each category, profiles that have provided available time slots for online appointment booking appear before profiles that have not, in order to prioritise the user experience. Within each such sub-category, ranking is then established by increasing distance from the customer's search point.

Customers may apply filters to search results in order to refine their search and limit the number of results displayed. The ranking rules set out above remain unchanged; only the results matching the selected filters are displayed.

The available filters are as follows:

Repairer type:

- Workshop
- Mobile repairer
- Self-repair

Services:

- Diagnostics

- Electrical diagnostics
- Repair
- Electrical repair
- Workshop pickup (Click & Collect)
- Commissioning
- Custom assembly
- Bike marking
- Equipment installation
- Parts installation
- Annual maintenance
- Trade-in
- Bike boxing
- Electrification
- Bike fitting
- Bike rental
- Bike test ride
- Courtesy bike
- Lock cutting
- Battery recycling
- Reconditioning
- Painting and customisation

Type of use:

- Leisure
- Performance
- Daily commuting

Bike type:

- City bike
- Road bike
- Electric bike
- Mountain bike
- Hybrid bike
- Gravel bike
- Cargo bike
- Longtail
- Fat bike
- Tandem
- Tricycle
- Folding bike

- Specialty bike
- BMX
- Scooter

An "Electric" checkbox displays two additional filters:

Motor brand:

- Bafang, Bosch, Brose, Enviolo, Giant, Impulse, Magura, Ozo, Panasonic, Pinion, Promovec, Rockshox, Rohloff, Shimano, Sram, Sturmey Archer, Valeo, Yamaha

Motor position:

- Mid-drive motor
- Front wheel
- Rear wheel

Search radius: adjustable slider from 0 to 100 km.

In the event of any discrepancy or difficulty of interpretation between the different language versions of this document, only the version drafted in French shall prevail.

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