GENERAL TERMS AND CONDITIONS FOR THE LONG-TERM RENTAL SERVICE

Version September 2026

These general terms and conditions ("GTC") apply to long-term bicycle rental agreements (the "Service") concluded via the website www.rent.decathlon.be, through the DECATHLON mobile app, or in-store.

The Website is operated by DECATHLON Belgium NV, whose registered office is located at Jules Bordetlaan 1, 1140 EVERE (Brussels), registered in the Crossroads Bank for Enterprises under number 0449.296.278 ("DECATHLON" or "we").

DEFINITIONS

Accessories:	any battery, charger, lock, key, display, child seat, cargo accessory or other accessory made available together with the Bicycle, where applicable.
Agreement:	the contract concluded between the User and DECATHLON. The Agreement consists of these GTC, the Specific Terms and any annexes expressly forming part of the Agreement.
Bicycle:	the bicycle made available by DECATHLON as part of the Service.
GTC:	these General Terms and Conditions.
Handover Record:	the paper or electronic record, confirmation email or equivalent evidence used to document the handover, collection or delivery of the Bicycle and Accessories.
Insurance Conditions:	the insurance product information document, policy terms, claim instructions and any other insurance information applicable to the theft and accidental damage coverage included in the Service, as made available to the User before the Agreement is concluded.
Privacy Annex:	the Long-Term Bike Rental Privacy Annex attached to or referred to in these GTC, as updated from time to time in accordance with applicable data-protection law.
Rental Period:	the fixed rental period specified in the Specific Terms.
Service:	the long-term bicycle rental service offered by DECATHLON to consumers.
Specific Terms:	the order confirmation or specific conditions confirming, among other things, the Bicycle, Rental Period, monthly rental fee and any applicable options.
Store:	the stores operating under the DECATHLON brand located within Belgian territory where the Service is available.
User:	a natural person who places an order for the Service with DECATHLON, either via the Website or in-store, acting in their capacity as a consumer.
Website:	the websites www.decathlon.be, rent.decathlon.be or the DECATHLON mobile app.

1. SCOPE OF APPLICATION

1.1. The Service

The Service consists of the long-term rental by DECATHLON to the User of one Bicycle and, where applicable, related Accessories and services, as further described in the Specific Terms and these GTC.

The Service is available only to consumers acting for private, non-professional purposes. It is not intended for professional, commercial or business use.

1.2. The User

To conclude an Agreement for the Service, the User must:

(a) be a natural person acting as a consumer for private, non-professional purposes;
(b) be at least 18 years old and have the legal capacity to enter into the Agreement;
(c) have a valid residential address in Belgium and, where reasonably required by DECATHLON, provide evidence of that address;
(d) use an accepted payment method that can be verified by DECATHLON or its payment service provider and that supports recurring payment of the monthly rental fee for the Service;
(e) provide accurate, complete and up-to-date information during the subscription process and throughout the Rental Period;
(f) (provide the information and documents reasonably required by DECATHLON to verify the User's identity, eligibility and payment method.

DECATHLON applies these eligibility and verification requirements on the basis of objective, proportionate and non-discriminatory criteria.

Where DECATHLON allows the Bicycle to be used by a person aged 16 or older, the Agreement must in any event be concluded by that person's parent or legal guardian, who remains fully responsible for compliance with the Agreement.

1.2. The User

1.3. Changes to the GTC

DECATHLON may modify the GTC from time to time. Ongoing Agreements remain subject to the GTC that were in effect at the time the Agreement was concluded, unless the User expressly accepts the amended version or the amendment is required by mandatory law.

During the online ordering process, the User will be able to review the GTC. Upon confirmation of the order, the User will receive the GTC in digital format by email, which can be saved or printed.

Any deviation from these GTC is only valid if expressly confirmed by DECATHLON in writing or on another durable medium.

1.4. Applicable Territory

The Service is available in Belgium.

2. THE BICYCLE

2.1. Choice of Bicycle

The User may choose from the Bicycles available for rent through the Website or at a Store, subject to availability.

Before the Agreement is concluded, DECATHLON provides the User with the main technical specifications of the selected Bicycle. The User is responsible for choosing a Bicycle that meets their intended use, without prejudice to DECATHLON's obligations under the Agreement, the information provided by DECATHLON and the User's mandatory legal rights.

If the selected Bicycle is not available, DECATHLON will inform the User. DECATHLON may propose an alternative Bicycle. If no alternative is accepted, the order will be cancelled and any amount already paid for that order will be refunded.

2.2. Use and care of the Bicycle

The User must use the Bicycle and Accessories carefully, lawfully and in accordance with their intended purpose, these GTC, the applicable user instructions and all applicable traffic and safety rules.

The User may not use the Bicycle:

(a) for professional, commercial or business purposes;
(b) for racing, competitions or similar high-risk activities, unless expressly permitted in the Specific Terms;
(c) for unlawful purposes or in connection with criminal activity;
(d) while under the influence of alcohol, drugs, medication or any substance in a way that may impair the User's ability to use the Bicycle safely;
(e) in any way that may cause abnormal wear and tear, damage to the Bicycle or Accessories, or a safety risk for the User or third parties.

The User must take reasonable care of the Bicycle and Accessories and must in particular:

(a) regularly check the general visible condition of the Bicycle, including tyre pressure, brakes and lighting;
(b) refrain from using the Bicycle in extreme weather or terrain conditions unless the Bicycle is designed for such use;
(c) immediately report to DECATHLON any damage, malfunction, defect or safety issue;
(d) stop using the Bicycle if a defect, malfunction or safety issue is detected, until DECATHLON confirms that it may be used again;
(e) present the Bicycle to DECATHLON for any maintenance or inspection provided for under the Service;
(f) not carry out or arrange any repair, modification or technical intervention without DECATHLON's prior approval, unless expressly instructed by DECATHLON.

Routine maintenance and repairs covered by the Agreement are carried out by DECATHLON in accordance with Article 3.1.

If the User continues to use the Bicycle despite a defect, malfunction or safety issue that the User knew or should reasonably have noticed, DECATHLON may refuse to cover damage caused or aggravated by that continued use, to the extent permitted by applicable law.

3. INCLUDED SERVICES

3.1. Maintenance and Repairs

Subject to the User's proper use of the Bicycle and Accessories in accordance with these GTC, the following maintenance and repairs are included in the monthly rental fee:

(a) one annual check-up of the Bicycle at the Store or workshop designated by DECATHLON.
(b) preventive maintenance during which DECATHLON will inspect the Bicycle and, where necessary due to normal wear and tear, replace parts such as tyres, brakes and chain components;
(c) repairs of mechanical or technical issues resulting from normal use of the Bicycle in accordance with these GTC;
(d) repairs required due to manufacturing defects or defects not attributable to the User.

Repairs are not covered under Article 3.1 where they result from negligence, intentional damage, improper use or storage, unauthorized modifications, accidents, attempted theft, theft, vandalism or any other use contrary to these GTC.

Such damage may be covered by the insurance referred to in Article 3.2 and Article 10, subject to the applicable insurance conditions. If the damage is not covered by insurance and is attributable to the User, DECATHLON may charge the User for the repair costs to the extent permitted by applicable law.

3.2. Insurance

The Service includes theft and accidental damage coverage for the Bicycle and Accessories, subject to the scope, conditions, limitations and exclusions set out in the Insurance Conditions.

Decathlon has insured the bicycles and accessories included in the Service against damage resulting from accidents and theft with Baloise Assurances Luxembourg SA, through its authorized agent Laka NL B.V.

The insurance covers incidents occurring throughout the territory of Europe, with the exception of the following countries and regions: the Republic of Belarus, the Russian Federation, and Ukraine, including the Crimean Peninsula and the regions of Donetsk and Luhansk.

3.3. Roadside Assistance

Roadside assistance is included in the Service as an integrated component provided by IMA Assurances. The applicable scope, limitations, exclusions, and assistance procedures are detailed in the specific roadside assistance conditions, which are made available to the User before the Agreement is concluded. The User is covered for roadside assistance for all Bicycles active under the Agreement.

4. ORDER

The User may place an order for the Service via the Website or at a Store, where available.

During the order process, the User must provide the information reasonably required by DECATHLON to process the order, verify the User's eligibility and payment method and assess whether the conditions of the Service are met.

DECATHLON may carry out or arrange objective eligibility, payment-method and, where applicable, creditworthiness checks before confirming an order and, where necessary and proportionate, during the term of the Agreement. DECATHLON carries out these checks on the basis of objective, proportionate and non-discriminatory criteria.

DECATHLON may refuse an order if the eligibility conditions are not met, if the required information is incorrect or incomplete, if the payment method cannot be verified or accepted, or in case of suspected fraud, in each case subject to applicable law and the information provided to the User.

Where a payment pre-authorisation or security deposit applies, its amount and conditions will be clearly stated in the order process and in the Specific Terms before the Agreement is concluded.

The Agreement is concluded once the User has successfully placed an order and DECATHLON has confirmed the order by email to the address linked to the User's profile. The confirmation email will include the main elements of the Agreement, including the Bicycle, the Rental Period, the monthly rental fee, any applicable options and, where applicable, any payment pre-authorisation or security deposit, together with a copy of these GTC or another format that allows the User to store and reproduce them unchanged.

5. DURATION AND TERMINATION

5.1. Duration

The Agreement is concluded for a fixed initial Rental Period of twelve (12) months, unless another fixed Rental Period is expressly stated in the Specific Terms.

The Rental Period begins on the date the Bicycle is handed over, collected or delivered to the User or an authorised recipient, as evidenced by the Handover Record, confirmation email or other reliable evidence of handover.

5.2. Extension

The Agreement will not be automatically renewed. Any extension of the Rental Period requires the explicit agreement of both Parties in writing or on another durable medium.

5.3. Termination by the User

The User may terminate the Agreement before the end of the Rental Period where expressly permitted under these GTC, the Specific Terms or applicable mandatory law, including the User's rights under Article 12.

Without prejudice to the User's mandatory legal rights, the User may terminate the Agreement if DECATHLON materially fails to perform its obligations under the Agreement and, where the breach can be remedied, fails to remedy that breach within a reasonable period after notice from the User.

Where the Specific Terms provide for an early termination right for convenience, the applicable notice period and any early termination fee must be clearly stated before the Agreement is concluded. Any early termination fee must be transparent, proportionate and in accordance with applicable consumer law.

5.4. Termination by DECATHLON

DECATHLON may terminate the Agreement before the end of the Rental Period if the User materially breaches the Agreement and, where the breach can be remedied, fails to remedy it within a reasonable period after notice from DECATHLON.

DECATHLON may terminate the Agreement with immediate effect by written notice or another durable medium where the User's breach is serious or cannot reasonably be remedied, including in case of fraud, theft or misappropriation of the Bicycle or Accessories, intentional provision of false information, unlawful use of the Bicycle, unauthorised sale, pledge, subletting or transfer of the Bicycle, or any use creating a serious safety risk for the User or third parties.

For persistent non-payment, DECATHLON may terminate the Agreement if the User fails to pay three consecutive monthly rental instalments, provided that DECATHLON has complied with the applicable statutory reminder process and Article 7.3, the User has had the opportunity to pay or dispute the debt, and no unresolved justified dispute or agreed payment plan is pending.

A decision by DECATHLON to discontinue the Service, a Bicycle model or the Service in a specific region does not affect ongoing Agreements, unless DECATHLON is objectively unable to continue performing the Agreement. In that case, DECATHLON will first seek to offer the User an equivalent solution or replacement. If no equivalent solution is reasonably available, DECATHLON may terminate the Agreement by written notice or another durable medium, reimburse any amounts paid for the period after termination and, where required by applicable law, compensate the User for any legally recoverable loss.

5.5. Effects of termination

The termination notice will state the reason for termination, the termination date, any outstanding amounts and the deadline and location for return of the Bicycle and Accessories.

Termination does not affect rights and obligations that arose before the termination date, including payment obligations, return obligations, repair costs or compensation lawfully due under the Agreement and applicable law.

6. RETURN

6.1.Return obligation

Without prejudice to Article 12 in case of withdrawal, the User must return the Bicycle and all Accessories to DECATHLON:

(a) no later than the last day of the Rental Period; or

(b) in case of early termination, within the deadline stated in the termination notice or return instructions sent by DECATHLON.

Unless otherwise agreed or instructed by DECATHLON, the Bicycle and Accessories must be returned to the Store where the Bicycle was handed over to the User or to another Store or workshop designated by

DECATHLON in Belgium. DECATHLON will provide the User with the applicable return instructions in good time.

6.2. Condition of the Bicycle upon return

The Bicycle and Accessories must be returned with all items provided at handover, including any battery, charger, lock, key or other Accessory, in a reasonably clean and dry condition and in a condition consistent with normal use during the Rental Period.

Normal wear and tear, defects covered by the maintenance and repair services, and defects or damage covered by the applicable insurance conditions will not be charged to the User. If the Bicycle or Accessories are damaged, incomplete or not returned in the condition required under these GTC for reasons attributable to the User, DECATHLON may charge the User for the repair, replacement or other resulting costs, to the extent permitted by applicable law and after taking into account any applicable insurance coverage.

6.3. Security deposit

If a security deposit was paid, DECATHLON may deduct from it any repair, replacement, non-return or other amounts lawfully due by the User under the Agreement. DECATHLON will inform the User of any deduction and provide a reasonable breakdown of the amounts deducted.

Any remaining balance of the security deposit will be refunded to the User without undue delay after return and assessment of the Bicycle and Accessories. If the security deposit is insufficient to cover the amounts lawfully due, the User must pay the remaining balance to DECATHLON.

6.4. Late or non-return

If the User does not return the Bicycle and Accessories on time, DECATHLON will send a return request or include the return request in the termination notice. If the User still does not return the Bicycle and Accessories within the stated period, DECATHLON may take reasonable and legally permitted measures to recover the Bicycle and claim any reasonable and documented resulting damages, including the pro rata rental fee for the period during which the Bicycle and Accessories are not returned, to the extent permitted by applicable law.

DECATHLON will not automatically qualify a late return as theft. However, in case of suspected theft, misappropriation or fraud, DECATHLON may file a report with the competent authorities and take appropriate legal action.

7. PRICE AND PAYMENT TERMS

7.1. Monthly Rental Fee

The rental fee consists of a fixed monthly amount, calculated based on the selected Bicycle and the chosen Rental Period.

The monthly rental prices for bicycles offered on the Website are displayed in euros and include VAT.

This monthly rental fee also includes the cost of maintenance and repairs (Article 3.1) and insurance coverage for theft and accidents (Article 3.2 and Article 10), unless stated otherwise in the Specific Terms.

7.2. Payment

When entering into the Agreement, the User authorises DECATHLON to set up automatic payment for the monthly rental fee. The User will receive a monthly invoice, and the rental amount will be automatically debited each month from the corresponding payment method.

DECATHLON works with Adyen or another payment service provider for this purpose. Payment information is processed and shared with the relevant payment service provider in accordance with Article 15 and the Privacy Annex.

7.3. Failed payment and late payment

The User must ensure that the payment method linked to the Agreement remains valid, active and sufficiently funded throughout the Rental Period.

If a monthly rental fee or any other amount due under the Agreement cannot be collected on the due date, DECATHLON may retry the payment and/or invite the User to regularise the outstanding amount by another available payment method.

Before charging any default interest, compensation or recovery costs, DECATHLON will send the User the legally required free payment reminder and grant the User the statutory payment period to regularise the outstanding amount without additional costs.

If the User does not pay the outstanding amount within the payment period stated in that reminder, DECATHLON may charge default interest on the unpaid amount at the maximum rate permitted by applicable law, as well as a lump-sum compensation equal to:

a. EUR 20 if the outstanding balance is lower than or equal to EUR 150;
b. EUR 30 plus 10% of the outstanding amount on the tranche between EUR 150.01 and EUR 500 if the outstanding balance is between EUR 150.01 and EUR 500;
c. EUR 65 plus 5% of the outstanding amount on the tranche above EUR 500, with a maximum of EUR 2,000, if the outstanding balance is higher than EUR 500.

Where permitted by applicable law, DECATHLON may also charge the costs of any additional payment reminders, up to a maximum of EUR 7.50 per additional reminder, increased, where applicable, by the postage costs applicable at the time of sending.

If the payment default continues after the statutory reminder process, DECATHLON may, without prejudice to its other rights under the Agreement and applicable law, terminate the Agreement in accordance with Article 5.4, require the return of the Bicycle and/or initiate recovery of the outstanding amounts.

8. DELIVERY AND HANDOVER

8.1. Handover method

The standard handover method is pick-up at a Store, unless another delivery or handover method is expressly offered by DECATHLON and accepted by the User during the order process.

Where Store pick-up applies, the User collects the Bicycle and Accessories at the selected Store after receiving confirmation that the Bicycle is ready for pick-up. The User must present the order confirmation and any identification or verification information reasonably required by DECATHLON.

Collection at the Store constitutes handover of the Bicycle and Accessories for the purposes of these GTC.

If DECATHLON offers home delivery, courier delivery or another third-party delivery or handover method, the applicable delivery method, timeframe, costs, where applicable, and handover requirements will be communicated to the User before the Agreement is concluded or confirmed in the Specific Terms.

8.2. Pick-up and delivery timeframe

The applicable pick-up or delivery timeframe will be shown during the order process and/or confirmed in the Specific Terms or order confirmation.

Unless another timeframe is expressly agreed, DECATHLON will make the Bicycle available for pick-up or deliver it within the timeframe communicated to the User, provided that the User has completed the required order, eligibility, verification and payment steps and cooperates with the agreed handover process.

If DECATHLON becomes aware that the communicated pick-up or delivery timeframe cannot be met, DECATHLON will inform the User as soon as reasonably possible.

8.3. Late handover or failure to collect

If DECATHLON fails to make the Bicycle available for pick-up or to deliver it within the agreed timeframe, the User may request DECATHLON to make the Bicycle available or deliver it within an additional reasonable period. If DECATHLON does not do so within that additional period, or where the agreed timeframe was

essential in accordance with applicable law, the User may cancel the order and obtain a refund of the amounts paid for that order, without prejudice to the User's other mandatory legal rights.

DECATHLON may postpone or suspend handover if the User has not completed the required verification or payment steps, if the payment method is refused or cannot be verified, or if there is a reasonable suspicion of fraud, in each case subject to applicable law and the information provided to the User.

If the User fails to collect the Bicycle, refuses delivery or causes a delay in the agreed handover, DECATHLON may contact the User to reschedule the handover. If the User does not collect the Bicycle within 14 calendar days after a reminder from DECATHLON, DECATHLON may cancel the order, unless otherwise agreed. Any refund or deduction of costs will be handled in accordance with Article 12.2 and applicable consumer law.

DECATHLON may claim reasonable and documented costs directly resulting from a delay caused by the User only to the extent such costs were clearly communicated to the User where required and are permitted by applicable law.

8.4. Handover Record and visible condition

Upon handover, the User is invited to inspect the visible condition of the Bicycle and Accessories. DECATHLON may document the handover in a Handover Record, confirmation email, delivery confirmation or equivalent evidence of handover.

The Handover Record may include the contract number, handover date and time, Store or delivery method, Bicycle model, frame or serial number, Accessories and any visible comments or reservations.

The Handover Record is intended as evidence of handover and visible condition only. It does not limit the User's mandatory legal rights, including rights relating to hidden defects, non-conformity or issues that could not reasonably be identified at handover.

If the User believes that the Handover Record is incorrect, has not received the Bicycle, or notices a visible defect or missing Accessory, the User must contact DECATHLON as soon as reasonably possible and preferably within seven (7) calendar days after handover. This reporting period does not affect the User's mandatory legal rights.

9. OWNERSHIP AND RESPONSIBILITY

DECATHLON retains full ownership of the Bicycle and Accessories. The User may not sell, pledge, sublet or otherwise dispose of the Bicycle or Accessories, or grant any third party rights over them.

The User is responsible for the Bicycle and Accessories from handover until their return to DECATHLON, without prejudice to the insurance coverage, DECATHLON's own obligations and the User's mandatory legal rights.

10. THEFT AND ACCIDENTS

The User must report any incident immediately — and no later than 3 days from the day following the incident — to Laka NL BV, the insurance agent. The User may be asked to provide supporting documentation.

The User must report any criminal act or attempted criminal act involving the bicycle to the police and provide the official report and reference number to Laka when reporting the incident.

If it is determined that the User has provided false information, the User will be held fully liable. Decathlon reserves the right to claim compensation from the User in such cases.

Theft:
In the event of theft of the bicycle from the User's home or damage caused by an attempted theft, the User must prove that their home was locked.

In the event of theft occurring elsewhere, the User must prove that the bicycle was locked to an immovable object. The User is responsible for securing the bicycle with an ART2-certified lock, attached to a fixed, immovable object. This is an obligation of result. Upon delivery of the bycicle, the User will also receive an ART category 2 bike lock. A bicycle left

unattended for more than 24 hours, even if locked, is considered abandoned and is not covered by the insurance.

If the User fails to lock the bicycle as specified above, or if the insurer refuses coverage for any other reason, the User will be held fully liable and must compensate Decathlon for the resulting loss.

Accidents:
Damage to the bicycle that fully or partially prevents its use is covered if caused by a sudden, accidental, and unforeseen event, including vandalism or malicious damage.

Procedure:
When submitting a claim, the User must:

- Report the incident to Laka NL BV as soon as possible, and no later than three (3) days after the date of the incident;
- Cooperate by providing proof to validate the claim, including proof of lock ownership if requested;
- Take all reasonable measures to limit further damage and refrain from actions that could harm the insurer's interests;
- Immediately inform the insurer if a stolen item is recovered after compensation has been paid;
- Notify the insurer if the claim is also covered by another policy;
- Consult with the insurer before incurring investigation or repair costs;
- Provide complete and accurate information.

Failure to comply with these obligations may result in partial or no reimbursement of the claim. In such a case, the User will be responsible toward Decathlon for any unpaid or reclaimed amounts — up to the difference between the insurer's compensation and the total amount of the damage.

General Exclusions:
No coverage will apply for loss, theft, or damage:

- if the bicycle is used, even occasionally, for:
    - transporting goods for third parties; or
    - carrying paying passengers;
- resulting from participation in a professional race;
- caused by a criminal, intentional, or reckless act by the User;
- for superficial or cosmetic damage;
- caused by nuclear reaction, flood, earthquake, or volcanic eruption;
- caused by terrorism, sabotage, war, civil unrest, or armed conflict;
  occurring outside the covered territories.

11. LIABILITY

The User is responsible for using the Bicycle and Accessories with due care and in accordance with the Agreement, applicable traffic rules and applicable law.

DECATHLON is not liable for damage caused by the User's improper use of the Bicycle or Accessories, use contrary to these GTC or applicable law, lack of care, unauthorised modifications, failure to comply with safety instructions or failure to report and stop using the Bicycle in case of a defect or safety issue, except where such liability cannot be excluded under mandatory law.

Nothing in these GTC excludes or limits DECATHLON's liability for intentional misconduct, gross negligence, failure to perform its essential contractual obligations, death or personal injury caused by DECATHLON, its employees, agents or subcontractors, or any other liability that cannot be excluded or limited under applicable law.

The User is responsible for fines, penalties and third-party claims resulting from the User's use of the Bicycle or breach of the Agreement or applicable law, to the extent attributable to the User and permitted by applicable law.

DECATHLON may cooperate with competent authorities where legally required or justified. Any sharing of personal data in that context will take place in accordance with Article 15 and the Privacy Annex.

12. RIGHT OF WITHDRAWAL AND CANCELLATION

12.1. Right of Withdrawal

Where the Agreement is concluded online or otherwise at distance, the User, as a consumer, has the right to withdraw from the Agreement without penalty and without giving any reason within fourteen (14) calendar days from the day after the Agreement is concluded, in accordance with applicable consumer law.

The User may exercise the right of withdrawal by sending DECATHLON an unequivocal statement or by using the withdrawal form made available by DECATHLON.

If the User expressly requests that the Service starts before the end of the withdrawal period, DECATHLON may ask the User for express prior consent and acknowledgement in accordance with applicable law. If the User then exercises the right of withdrawal after the Service has started, the User may be required to pay an amount proportionate to the Service already provided, where permitted by law and provided that the User was duly informed.

If the Bicycle and Accessories have already been handed over, the User must return them in accordance with DECATHLON's instructions and applicable law. DECATHLON will refund the User as soon as possible and no later than fourteen (14) days after receiving the withdrawal request, unless DECATHLON is legally entitled to withhold reimbursement until the Bicycle and Accessories have been returned or until the User has provided evidence of return.

12.2. Cancellation before handover

If the User cancels the order before the Bicycle has been handed over or delivered and before the Service has started, DECATHLON will refund any amounts paid, subject to applicable law.

Any activation fee, administrative fee, prepayment or cancellation cost must be separately assessed and clearly presented to the User in the order flow and Specific Terms before it is charged or retained. No such fee may limit the User's mandatory withdrawal rights.

13. DEFECTS AND LEGAL REMEDIES

The User benefits from the mandatory legal rights applicable to defects, non-conformity and hidden defects affecting the Bicycle or Accessories. Nothing in these GTC limits those mandatory legal rights.

If the User finds that the Bicycle or Accessories are defective, non-conforming or damaged, the User must notify DECATHLON using the contact details mentioned in Article 14, specifying the nature of the issue and, where possible, providing supporting evidence such as photos.

DECATHLON will conduct the necessary checks and, where required, repair or replace the Bicycle or Accessories or provide any other remedy required by applicable law.

14. CUSTOMER SERVICE AND OUT-OF-COURT DISPUTE RESOLUTION

14.1. Customer Service

Our customer service is available at:

Decathlon Belgium Customer Service
DECATHLON Belgium NV - Jules Bordetlaan 1 - 1140 Evere (Brussels)
Tel.: +32 (0)2 208 26 60 (Monday to Saturday, from 9 a.m. to 7 p.m.)
Email: klantendienst@decathlon.com

14.2. Out-of-Court Dispute Resolution

If a dispute cannot be resolved through DECATHLON's customer service, the User may contact the Belgian Consumer Mediation Service (https://consumentenombudsdienst.be/nl), which is competent to handle requests for the amicable settlement of consumer disputes.

The User remains free to bring any dispute before the competent courts in accordance with Article 17 and applicable law.

15. PROTECTION OF PERSONAL DATA

DECATHLON Belgium NV acts as controller for the personal data it processes in connection with the Service, except where another party involved in the Service acts as an independent controller, as further described in the Privacy Annex.

In connection with the Service, DECATHLON processes personal data for the management and performance of the Agreement and the related customer journey, including order management, eligibility and verification, payment and invoicing, handover, maintenance, customer support, insurance and assistance, debt recovery, return and non-return management and protection or recovery of DECATHLON assets.

More detailed information on the processing of personal data, including the categories of personal data, purposes and legal bases, recipients, retention periods, international transfers, automated decision-making or profiling, User rights, complaint rights and contact details of the Data Protection Officer, is provided in the Privacy Annex.

Any high-risk or intrusive processing, including creditworthiness checks, document verification, geolocation or asset-recovery tools, will only be carried out where legally permitted, necessary and proportionate, and in accordance with the Privacy Annex and applicable data-protection requirements.

16. FINAL PROVISIONS

These GTC are available on the Website and are provided to the User on a durable medium when the Agreement is concluded.

If DECATHLON does not immediately exercise a right under the Agreement, this does not mean that DECATHLON waives that right.

Neither Party is liable for a delay or failure to perform its obligations where this is caused by an event beyond its reasonable control, provided that the affected Party informs the other Party and takes reasonable measures to limit the consequences. This does not affect the User's mandatory legal rights.

If any provision of these GTC is found to be invalid or unenforceable, the remaining provisions remain valid. To the extent permitted by applicable law, the invalid or unenforceable provision will be replaced by a valid provision that reflects the purpose of the original provision as closely as possible, without affecting the User's mandatory legal rights.

17. COMPETENT COURTS AND APPLICABLE LAW

The Agreement is governed by Belgian law, without prejudice to any mandatory consumer protection rules that may apply.

Any dispute arising from or relating to the Agreement may be brought before the competent courts in accordance with applicable law. Nothing in these GTC deprives the User of the protection of mandatory consumer jurisdiction rules.

ANNEX - PRIVACY NOTICE

Information on the Processing of Personal Data in connection with the Decathlon Long-Term Bicycle Rental Agreement

This privacy notice ("Notice") is annexed to, and governs, the Decathlon long-term bicycle rental agreement (the "Agreement") entered into between Decathlon and the customer ("you", "the Renter"). It explains, in accordance with Regulation (EU) 2016/679 ("GDPR") and applicable Belgian/national data protection law, how we process, share, store and protect your personal data when you interact with us, including when you use our website, contact us as a potential customer, or enter into an Agreement with us and what rights you have in respect to that data. Please read this Notice carefully before signing the Agreement.

1. Who is the data controller?

The data controller responsible for the processing of your personal data described in this Notice is:

DECATHLON Belgium NV, whose registered office is located at Jules Bordetlaan 1, 1140 EVERE (Brussels), registered in the Crossroads Bank for Enterprises under number 0449.296.278 ("DECATHLON" or "we", "us", "the Company").

For any question relating to this Notice or to the processing of your personal data you can contact our Data Protection Officer can be contacted at: Dpo.belgium@Decathlon.be

2. Why do we process your data and based upon what legal basis?

We process your personal data for the following purposes, each relying on the legal basis indicated:

Purpose	Description	Legal basis
Identity verification & Agreement conclusion	Verifying your identity, age, and eligibility before entering into the Agreement.	Pre-contractual steps / performance of a contract
Credit scoring & creditworthiness assessment	Assessing your creditworthiness and ability to meet the payment obligations under the Agreement.	Legitimate interest
Contract management	Administering the rental (delivery, collection, invoicing, contract renewal or amendment, correspondence).	Performance of a contract
Payment processing	Collecting the monthly rental fee, deposit, and any applicable charges via our payment service provider.	Performance of a contract
Deposit / financial guarantee management	Holding, verifying, and where applicable withholding all or part of a security deposit.	Performance of a contract
Bicycle maintenance & servicing	Scheduling and recording maintenance, repairs and safety checks on the rented bicycle.	Performance of a contract
Location / GPS tracking	Where the bicycle is equipped with a GPS or IoT tracking device, locating the bicycle in case of theft, loss, or non-return and monitoring general usage for maintenance planning.	Legitimate interest in asset protection
GPS activation & remote locking in case of non-payment (high-value assets)	For high-value assets equipped with integrated GPS trackers and remote motor locking (e.g. model LD940), activating geolocation and/or remotely locking the motor where a payment default occurs, in order to protect and recover the asset.	Legitimate interest in asset recovery
Advanced fraud prevention	Deeper analysis of contractual, payment and usage data and behavioural profiling, to detect and prevent fraudulent applications or use of the rented bicycle. A human decision-maker always reviews any resulting flag before a decision is taken. See Sections 6 and 13 below for further information.	Legitimate interest

Purpose	Description	Legal basis
Theft, loss, or damage management	Investigating and handling reports of theft, loss, accident, or damage, including liaison with insurers and, where necessary, the police.	Performance of a contract
Insurance	Providing your data to our insurer where the Agreement includes theft/damage insurance coverage, or to process a claim.	Performance of a contract
Unpaid and fraud management (debt collection)	Managing unpaid invoices and suspected fraudulent use of the Agreement, including transfer of your file to a debt collection agency or fraud management service provider where necessary.	Legitimate interest in recovering amounts owed and preventing fraud
Proof of delivery	Recording the date, product details, and your identity, and obtaining your signature, to confirm receipt and acceptance of the rented asset. See Section 8.	Performance of a contract
Customer service & complaints	Responding to your questions, requests, or complaints relating to the rental.	Performance of a contract
Legal & regulatory compliance	Complying with accounting, tax, insurance, and other statutory obligations, and responding to lawful requests from public authorities.	Legal obligation
Marketing communications (optional)	Sending you offers, renewal reminders, or newsletters, where you have opted in.	Your consent - you may withdraw your consent at any time
Fraud prevention & security	Preventing and detecting fraud, misuse of the rented bicycle, or breach of the Agreement's terms.	Legitimate interest

3. What personal data do we collect?

Depending on the purpose, we may process the following categories of personal data about you:

- Identification data: full name, date and place of birth, national registry number or equivalent;
- Contact data: postal address, delivery address (if different), email address, telephone number;
- Contractual data: rental start and end date, bicycle identification (frame/serial number), rental plan and pricing, contract history, renewal or amendment records;
- Financial data: bank account details (IBAN), payment card details (processed by our payment provider — we do not store full card numbers), invoicing history, deposit/guarantee amount, payment incidents;
- Creditworthiness data: creditworthiness/scoring information obtained in connection with the identity verification and creditworthiness assessment;
- Fraud-prevention data: data resulting from deeper analysis of your contractual, payment, and usage data, and behavioral profiling indicators used to detect and prevent fraud;
- Proof of delivery data (Protocol of Delivery / Procès-Verbal): the date of delivery, product details (including asset identification), your identity, and your signature confirming receipt and acceptance of the asset;

- Location & usage data (where the bicycle is fitted with a tracking device): GPS location history, distance travelled, usage frequency, last known location in case of theft or non-return, and, for high-value assets, remote motor lock status in case of non-payment;
- Maintenance & incident data: service records, reported defects, accident or damage reports, photographs of damage, theft declarations, police report references;
- Insurance & claims data: policy number, claim details, correspondence with the insurer;
- Communication data: correspondence with our customer service, complaint records, call recordings (where applicable and separately notified);
- CCTV footage (if applicable): where our pick-up/drop-off or maintenance premises are monitored by video surveillance, in accordance with the specific notice displayed on-site.

4. With whom do we share your personal data?

We share your personal data only with recipients who need it for the purposes described above, including:

- Internal staff involved in contract management, logistics, maintenance, and customer service, on a need-to-know basis;
- CRIF GmbH, Victor-Gollancz-Strasse 5, 76137 Karlsruhe, Germany, for identity verification and creditworthiness assessment purposes - see Section 5 for full details of this specific processing;
- Our payment service provider, for processing rental payments and deposits;
- Our insurer(s), where the Agreement includes insurance coverage or in the event of a claim;
- Maintenance and repair subcontractors, for servicing the rented bicycle;
- The provider of the GPS/tracking and remote-locking solution (if and where applicable), acting on our instructions;
- Debt collection agencies and fraud management service providers, in the event of non-payment or suspected fraud - see Section 7;
- Our internal and/or external legal advisors, where necessary;
- Public authorities (police, tax administration, courts), where required by law or in connection with a theft or fraud report;
- IT service providers hosting our customer and rental management systems, acting on our instructions and bound by a data processing agreement.

We do not sell your personal data to third parties, and we do not share it for the marketing purposes of third parties without your explicit consent.

5. Credit scoring and creditworthiness assessment

As part of initiating and performing a contractual relationship, we share personal data with CRIF GmbH, Victor-Gollancz-Strasse 5, 76137 Karlsruhe, Germany, for the purposes of identity verification and creditworthiness assessment.

This processing is based on the performance of the contract and, where applicable on our legitimate interest. The exchange of data with CRIF GmbH also serves to comply with statutory duties to conduct creditworthiness assessments (Sections 505a and 506 of the German Civil Code (BGB), where and to the extent applicable to the Agreement).

CRIF GmbH processes the data it receives to create profiles (scoring) and to provide its contractual partners in the European Economic Area and Switzerland, and, where applicable, in third countries, with information for, among other things, assessing the creditworthiness of individuals. The transfer of personal data to countries outside the European Economic Area takes place in accordance with the requirements of the European Commission.

You may find more detailed information about the operations of CRIF GmbH in their Fact Sheet, or online at: www.crif.de/en/privacy.

6. Advanced fraud prevention

In addition to the standard fraud-prevention checks, we may apply advanced fraud-prevention modules involving deeper analysis of your contractual, payment, usage data and behavioral profiling, and, in certain cases, automated decision-making, in order to detect and prevent fraudulent applications for, or fraudulent use of, the rented asset.

As explained in Section 13, any resulting flag is always reviewed by a member of our team before a decision is taken it is never applied automatically without human review and final decision.

See Section 13 for further detail on the safeguards applicable to this profiling, including our commitment to keep a human decision-maker in the loop at all times.

7. Unpaid debt collection

Where an invoice under the Agreement remains unpaid, or where we identify suspected fraudulent use of the Agreement or the rented asset, we may transfer the relevant personal data (identification, contact, contractual, and financial data, and, where relevant, the fraud-prevention data described in Section 6) to a debt collection agency or a specialized fraud management service provider, for the purposes of recovering amounts owed and/or investigating and addressing the suspected fraud. This processing is based on our legitimate interest in recovering sums due to us and protecting our business and other customers against fraud.

8. Proof of Delivery

Upon delivery of the rented asset, we establish a Proof of Delivery (Procès-Verbal), a critical legal document capturing essential attributes of the transaction, including the date of delivery, the product details (including asset identification) and your identity.

You are asked to sign this document to confirm receipt and acceptance of the asset. The Proof of Delivery serves as evidentiary proof of the condition and handover of the asset at the start of the rental period and may be relied upon in the event of a later dispute concerning the condition, delivery or return of the asset.

9. GPS activation and remote locking in case of non-payment (high-value assets)

Certain high-value assets made available under this Agreement are equipped with integrated GPS trackers (geolocation) and remote motor-locking capability (for example, model LD940). Under normal use, and where such technical capabilities are fitted, the following applies:

- Geolocation data is not active nor monitored during normal, up-to-date performance of the Agreement;
- In the event of a payment default under the Agreement, we may activate the GPS tracker to locate the asset, and/or remotely lock the motor, in order to protect our property and facilitate recovery of the asset;
- This processing is based on the performance of the Agreement, the Agreement's terms and conditions of use, which you accept upon signature, expressly provide for this capability in case of default and in addition hereto, on our legitimate interest in protecting and recovering our property;
- Geolocation and remote-locking activation in case of non-payment is proportionate to this purpose: it is limited to what is necessary to locate and, where necessary, immobilise the asset, and does not extend to monitoring any of your other activities.

The retention period applicable to location data generated in this context is set out in Section 11. If the specific asset made available to you under this Agreement is not equipped with GPS/remote-locking technology, this Section does not apply to you.

10. International data transfers

Your personal data is, in principle, processed and stored within the European Economic Area (EEA). Where a recipient described in Section 4 (for example, an IT service provider or the tracking-device provider) is located outside the EEA, we and our partners ensure an adequate level of protection through one of the following safeguards: an adequacy decision of the European Commission, Standard Contractual Clauses approved by the European Commission, or another mechanism recognized under the GDPR.

11. How long we keep your data?

Category of data	Retention period
Contractual and identification data	Duration of the Agreement plus the Belgian legal statutory limitation period.
Financial and invoicing data	Applicable duration accordance with the Belgian accounting and tax laws.
Creditworthiness/scoring data	Duration of the Agreement, plus the retention period applied by CRIF GmbH under its own retention policy.
Fraud-prevention and behavioral profiling data	Duration of the Agreement or longer where necessary for an ongoing fraud investigation or legal proceedings, plus the Belgian legal statutory limitation period.
Proof of Delivery	Duration of the Agreement, plus the Belgian legal statutory limitation period.
GPS/location and usage data standard use	90 days on a rolling basis, or longer as evidence in connection with a theft, loss, or dispute
GPS/location data generated following activation due to non-payment	Duration of the payment default and recovery process, plus the Belgian legal statutory limitation period.
Maintenance and incident records	Duration of the Agreement, plus the Belgian legal statutory limitation period.
Insurance and claims data	Duration necessary for the claim, plus applicable Belgian legal statutory limitation period.
Marketing consent and related data	Until you withdraw your consent, or after 3 years of inactivity whichever is earlier.
CCTV footage	30 days or longer as evidence of an incident

At the end of the applicable retention period, your data is securely deleted or anonymized.

12. Your rights

Subject to the conditions set out in the GDPR, where applicable and within the legal boundaries, you may exercise the following rights in relation to your personal data:

- Right of access, to obtain confirmation of, and access to, the personal data we process about you;
- Right to rectification, to have inaccurate or incomplete data corrected;
- Right to erasure, to request deletion of your data, subject to our legal and contractual retention obligations;
- Right to restriction of processing, to request that we limit the processing of your data in certain legal circumstances;
- Right to data portability, to receive the data you provided to us in a structured, commonly used, machine-readable format, and to have it transmitted to another controller, where technically feasible;

- Right to object on grounds relating to your particular situation, to processing based on our legitimate interest, and to object at any time to processing for direct marketing purposes (if and where applicable);
- Right to withdraw consent, where processing is based on consent (e.g. marketing), you may withdraw it at any time without affecting the lawfulness of processing carried out before withdrawal;
- Safeguards relating to profiling, see Section 13 for how the credit scoring and fraud-prevention profiling described in Sections 5 and 6 always involve a human decision-maker, and for the transparency safeguards we apply nonetheless.

To exercise any of these rights, please contact us using the details in Section 1. We will respond as soon as possible, within one month of receiving your request, a period which may be extended further where necessary, taking into account the complexity and number of requests. We may ask you specific questions to verify your identity before processing your request.

If you are not content with how we handle your request, you have the right to lodge a complaint with the competent data protection supervisory authority. In Belgium, this is:

- Autorité de protection des données / Gegevensbeschermingsautoriteit (APD/GBA), Rue de la Presse 35, 1000 Brussels, Belgium - https://www.gegevensbeschermingsautoriteit.be/burger/startpagina

13. Automated decision-making and profiling

As described in Sections 5 and 6, certain aspects of our processing involve profiling. We wish to be clear about how this profiling actually feeds into our decision making:

- Creditworthiness scoring: CRIF GmbH creates a creditworthiness profile (score) based on the data described in Section 5. This score is one input into our assessment, but it does not by itself determine the outcome. With any application, request to make a purchase we ensure that a member of our team reviews the received score together with all the other applicable and relevant elements of your file before any decision is taken on whether to engage with you in this Agreement, on what terms, or whether additional guarantees are required.
- Fraud-prevention profiling: the behavioural profiling described in Section 6 may generate an internal flag for review where unusual patterns are detected. Such a flag never results, by itself, in a refusal, suspension, or restriction of your application or use of the asset, it triggers a manual review by a member of our team, who examines the file and takes the actual decision.

In other words, we always ensure that we keep a human in the loop. This means that no decision producing legal effects concerning your person and file, or similarly significantly affecting you, is based solely on automated processing. A person on our team will always review the relevant profile or score, consider the specific circumstances of your file, and take the final decision.

Because we are capable to ensure that a human decision-maker is always involved during this process, this data processing activity falls outside the scope of Article 22 GDPR, which applies specifically to decisions based solely on automated processing.

Nonetheless, and as a matter of good practice and transparency, we confirm that you may at any time: ask us to explain the role the score or the fraud-prevention flag played in a decision concerning you; express your point of view before or after a decision is taken; and ask a member of our team to reconsider the decision. You may exercise these rights using the contact details in Section 1.

Where GPS/location data is used outside the context described in this Section i.e. for standard asset-protection or maintenance-planning purposes under Section 2, or for the non-payment scenario described in Section 9 this likewise does not involve a decision based solely on automated processing: any activation follows from a confirmed payment default and, where practicable, is applied by a member of our team rather than triggered automatically without review.

14. Is the provision of your data mandatory?

The provision of certain personal data (in particular your identification, contact, financial, and creditworthiness-related data) is a contractual requirement: without it, we are unable to enter into or establish the Agreement, including verifying your eligibility, assessing your creditworthiness, processing payment, or delivering the asset. Where the provision of certain data is optional (for example, marketing consent), this is indicated at the point of collection, and declining to provide it will not affect your ability to rent the bicycle.

15. How do we protect your data?

We implement appropriate technical and organizational measures to protect your personal data against unauthorized access, loss, alteration, or disclosure, including access controls, encryption of sensitive data in transit and at rest, staff confidentiality obligations, and regular review of our security measures. Where we engage third-party processors (Section 4), we require them to provide equivalent guarantees through a written data processing agreement in accordance with our security protection standards.

16. Changes to this Notice

We may update this Notice from time to time, in particular to reflect changes in our processing activities or in applicable law. The version in force at any given time is available at xxx, and we will inform you of any material change affecting your rights through [email / the customer portal / an amendment to the Agreement].

Version [1.0] — [Date]. This Notice forms an integral part of the Agreement referenced above and does not, in itself, constitute a separate consent to processing beyond what is described herein.