



# GO SGV

## SAN GABRIEL VALLEY

### New Members Guide



### ELECTRIC BIKE SHARE PROGRAM

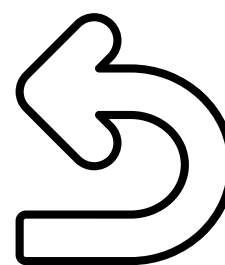
PROGRAMA DE BICICLETAS ELÉCTRICAS COMPARTIDAS

区域电动自行车共享计划



#### E- BIKE SPECS

- Go SGV Bikes are pedal assist bikes NOT turbo bikes.
- Go SGV Bike weight: Commuter 45lbs | Cargo 110 lbs
- Learn more at: <https://www.gosgv.com/faq.html>



#### HOW DO I RETURN MY E-BIKE?

- Please complete the GO SGV Exit Survey before you return the bike.
- To return the bike simply email us at [info@gosgv.com](mailto:info@gosgv.com) or call/text us at (626) 652-2863.



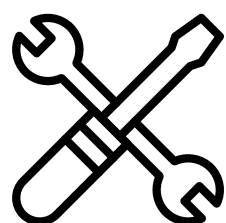
#### HOW DO PAYMENTS WORK?

- Payments will be charged at the time of pick up and refunded 2 business days after the e-bike is returned. Please note it may take up to 7 days for refunds to show in your account.
- Membership fees must be paid with a credit card. Credit Cards will be stored for an automatic monthly charge which will be stopped at the date of your return.
- You can change the payment method at any time by contacting us at [info@gosgv.com](mailto:info@gosgv.com)
- Automatic monthly charges will be made based on the date of pick up until the e-bike is returned.
- You can email or call us with any additional questions, comments, or concerns at [info@gosgv.com](mailto:info@gosgv.com)



#### WHAT IF MY BIKE IS STOLEN?

Program participants are responsible for the bicycle so long as it is in their possession. If the bike is stolen the deposit will not be refunded and the user will be responsible for the balance of the value of the bicycle. If a user is the victim of crime they should file a report with the local police department and notify program staff immediately. GoSGV staff will do our best to help track down any stolen bicycles. We also encourage users to file an insurance claim, if possible (renter's insurance should cover instances of theft). Please email us at [info@gosgv.com](mailto:info@gosgv.com) or call/text us at (626) 652-2863.



#### WHAT DO I DO IF I HAVE AN ISSUE WHILE RIDING THE E-BIKE?

Depending on the issue, users would need to bring the bicycle to a participating bike shop. A list of Bike Repair Partners can be found here: [www.gosgv.com/partners.html](http://www.gosgv.com/partners.html) we suggest contacting local shops before you stop by) or [contact us at info@gosgv.com](mailto:info@gosgv.com) for support.



#### GO SGV SHARE-TO-OWN!

Sign up for a GoSGV classic commuter bike, enjoy it for 36 months, and then give it a forever home! Check out the [FAQ page](http://www.gosgv.com/faq.html) at [www.gosgv.com/faq.html](http://www.gosgv.com/faq.html) to learn more or [email us](mailto:info@gosgv.com) for any questions at [info@gosgv.com](mailto:info@gosgv.com)



#### SOCIAL MEDIA CHALLENGE! WIN GO SGV SHIRT

Snap and post a picture of a GoSGV e-bike in action for a chance to win a GoSGV t-shirt and more! Remember to tag us! [#GoSGVChallenge](https://twitter.com/GoSGVChallenge) [@sgvcog](https://twitter.com/sgvcog) [@activesgv](https://twitter.com/activesgv)



#### GO SGV GIFT CARD

Visit the link below to order your GoSGV E-bike Share Membership Gift Card and give the gift of boundless exploration today! Redemption details are on our [gosgv.com](http://gosgv.com) home page.

Visit: <https://squareup.com/gift/ML3RH90E5YFBB/order>



#### RIDE WITH US AT A LOCAL GROUP RIDE!

- Bring an E-bike or a friend! Events are updated on: [www.gosgv.com/events.html](http://www.gosgv.com/events.html)
- To stay tuned on all updates and activities, sign up for our monthly newsletter at [www.activesgv.org/get-involved#newsletter](http://www.activesgv.org/get-involved#newsletter)





# GO ⚡ SGV

## SAN GABRIEL VALLEY

### #GoSGV #EbikeSGV

- Classic | **Viajero Clásico** | 经典通勤者
- Cargo | **Bici de Carga** | 货物
- Student | **estudiante** | 学生

Visit [GoSGV.com](http://GoSGV.com) for Prices!

## ELECTRIC BIKE SHARE PROGRAM

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### 区域电动自行车共享计划



### MODELS | MODELOS | 楷模



**Pricing:** Monthly Payments | includes a bike lock + battery charger.

**Precios:** Pagos Mensuales | incluye candado para bicicleta + cargador de batería.

**定价:** 每月付款 | 包括自行车锁+电池充电器。

**SIGN UP | REGISTRATE | 登记**

[www.GoSGV.com](http://www.GoSGV.com)

