

Test Ride Procedure and Theft Prevention

Please be aware of and use the following for preventing theft and managing test rides.

- Customer service is the best deterrent to any theft. So, greet all customers when they come into the store, figure out how you can help them, pay attention to the customer, and follow up with them before they leave.
- Pay attention to the customer's behaviors and clues of their intentions for visiting us. Are they serious about shopping, "just looking around", or something else.
- If you're nervous about a customer's behavior or intentions, be sure to make other staff aware so they can also assist the customer as needed. *Understand that you do not have to allow a customer to test ride a bike if you are uneasy about them doing so and you should ask your Manager for assistance.*
- *Collect a driver's license and a credit card with ALL test rides. Be sure the ID matches the person handing it to you. Be sure to give their ID back to them before they leave the store.*
- *Have EVERY rider fill out and sign a Test Ride Acknowledgement form. Recommend a helmet to the customer and ask EVERY rider if they would like to wear one. Riders under 18 MUST have a parent/guardian present and MUST wear a helmet, especially on e-bike test rides.*
- *If the customer does not have a driver's license, credit card, or is not willing to sign a Test Ride Acknowledgement, do not allow the test ride. Keys, wallets, purses, packs, cell phones, cash, etc. are not a substitute for the required ID. Keep the ID until all test riding has been done and be sure to return it before they leave.*
- Even if the customer has been in 20 times, you "know" them, or you think they're "cool", get an ID and have them sign a form...blame the policies for you having to ask on Management and tell the customer that you could get fired if you didn't ask.
- IF a bike is stolen, call the police to file a report with the bike's make, model, color, and serial number. Do NOT leave the store to chase a thief or try to detain them. Your safety is not worth a bike.

If there are any questions, please see your Store Manager, Operations, or Ownership.

Gilbert Police (non-emergency)

480-503-6500

Chandler Police (non-emergency)

480-782-4130

Mesa Police (non-emergency)

480-644-2211

Ahwatukee (Phoenix non-emergency)

602-262-6151