

HOW TO RETURN THE TRACKER AND DEPOSIT REFUND

Dear rider,

This document provides some important information regarding the tracker device that will be used during the event.

The tracker, which remains the property of Ultracycling Challenges, allows family, friends, and the organization to follow participants in real time throughout the challenge. You will receive it during the accreditation process.

You will also find a Tracker User Guide, which explains how to operate the device correctly, including how to switch it on and off, how to position it on the bike, and how and when to charge it.

The information below explains how the tracker must be returned at the end of the challenge and how the tracker deposit will be refunded.

Having trackers returned is essential for ensuring that future participants can benefit from the same tracking service. Thank you for helping us recover the equipment for future events.

RETURNING THE TRACKER

If you are a finisher

Upon completing the challenge, the tracker must be returned in person to one of the main organizers (Iñaki or Ainara), or to the volunteer responsible for receiving participants at the finish area.

If you are marked as DNF (Did Not Finish)

Please switch off the tracker immediately and return it either:

1. in person within 5 days of being marked as DNF, or
2. by shipping it so that it is delivered within 10 days of being marked as DNF to:

Ignacio Camino Ezpeleta – Ultracycling Challenges

Schumacherring 29

81737 Munich

Germany

If you decide to return the tracker by post, please note the following shipping requirements.

1. Pack the tracker securely to prevent damage during transport.

2. Send it as a registered parcel. Do not send it as a letter, as postal and courier companies may return it to the sender. This may result in delays, additional shipping costs, and potentially causing you to miss the tracker return deadline.
3. We strongly recommend insuring the shipment for at least €150 so that any loss during transport is covered.
4. If shipping from outside the European Union, ensure that all customs fees and import charges are paid by the sender. Any customs charges advanced by Ultracycling Challenges will be deducted from your deposit, plus applicable VAT (20%).
5. Email the shipment tracking number to info@ultracyclingchallenges.com immediately after dispatch.

Please note that Ultracycling Challenges cannot act as an intermediary in claims related to loss or damage during shipment. Any such claim must be handled directly with the shipping provider.

REFUND OF THE TRACKER DEPOSIT

Once the tracker has been returned and its condition verified, the €150 tracker deposit will be refunded.

However, as indicated in the Rider Manual, the €150 tracker deposit will be retained if:

- The tracker is not returned within 10 days after the participant finishes the challenge or is marked as DNF.
- The tracker is lost.
- The tracker is returned damaged or non-functional.
- Customs fees or import charges remain unpaid.

Should you have any questions, we will be happy to answer them during the Accreditation & Welcome Event.

Best regards,

Iñaki & UC Team