



INSIDER SALE – FAQ

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1 HOW CAN I BUY AN INSIDER BIKE?

You can view available bikes through our booking tool. From there, you'll be able to reserve a bike for inspection and purchase at the YT MILL Forchheim.

How does it work?

1.1 Make an appointment

- 1.2 Choose a day to suit you. It is worth noting we'll need three working days to process a reservation. You can only purchase bikes that you have reserved. You can see available time slots within the calendar on the booking tool. Please note that bike reservations are limited to two per appointment. Stay fair and only reserve bikes you're interested in – don't block others from reserving the bikes they may want just for the sake of it.

1.3 Choose a time

Each reservation has a one-hour time slot, which should be more than enough time to inspect and test ride your bike. A YT employee will be by your side for the entire process, helping answer any questions and to lend a hand setting up your suspension.

1.4 Choose your bike

Each bike's details will be listed online. The photo shows an unmodified version of the bike in its new, factory-fresh condition. A description of the current condition is available within the product text, and you will get the chance to inspect the bike at the MILL. Please refer to point 7 for more information.

1.5 Enter your contact details

You must enter your personal data and agree to the privacy policy and terms and conditions for the YT Insider Sale. If you have a customer account, please enter your account number within the booking tool.

1.6 E-mail-notifications:

You'll receive confirmation of your appointment by email. Nearer the date, you will receive a reminder of your time slot, alongside details of the test ride and liability information.

- 1.7 IMPORTANT: Reserving a bike through the booking tool will temporarily remove the item from sale. It does not pose a binding offer from which a valid contract can be derived.

- 1.8 Please be on time. If you can't make your appointment or want to cancel a reserved bike, please let us know via an email to outlet@yt-industries.com at least 24 hours prior. Doing this keeps the process fair by ensuring all bikes and appointments are available to other Insiders. If you fail to show for your meeting, the bike will be relisted in the sale.



1.9 Insider Sale bikes do not include pedals, lights, or reflectors. You can purchase pedals directly in the YT Mill or via our online shop.

1.10 Pick up & payment

You must make payment at the YT MILL on the day of pickup. You can pay with any debit or credit card from the following providers: Visa, V-Pay, MasterCard, Maestro, American Express, Discover, Diners Club, and Union Pay. We also accept payments via NFC using Google or Apple Pay.

Cash or partial payments will not be possible.

ATTENTION: Please check up on the daily spending limit for your bank account/credit card and increase it if necessary.

- A receipt will be given once payment has been made.
- You will receive an official invoice documenting your purchase a few days later.

2 HOW DO I BOOK AN APPOINTMENT?

Available time slots will be shown directly in the booking tool's calendar. Choose one that suits you! There is a limit of two bikes per person, per reservation. Stay fair and only reserve bikes you're interested in – don't block others from reserving the bikes they may want just for the sake of it. We will cancel any reservation that exceeds this amount if you do not inform us beforehand.

3 CAN I RESERVE A BIKE FOR SOMEONE ELSE?

Yes, but please note that the invoice can only be issued to the person booking the appointment.

4 CAN I VIEW, TEST, OR PURCHASE A BIKE WITHOUT RESERVATION?

No – you will only be able to view and purchase bikes which have been reserved by you through the booking tool. Viewing the whole product range at the YT Mill will not be possible.

5 HOW MANY BIKES MAY I BUY?

There is no limit to how many bikes you can purchase in total. There will however be a limit of 2 bikes purchasable per appointment. Stay fair and only reserve bikes you really want to buy!

6 WHICH BIKE SIZE DO I NEED?

A size guide for each bike model can be found on the YT website. This size guide is only a rough guideline. The optimal frame size depends on several factors such as your individual riding style and local terrain. Still unsure about the size? Don't hesitate to reach out to our YT customer care team on +49 (0) 9191 7363050 or via the [contact form](#).



7 WHICH CONDITION ARE THE BIKES IN?

YT will do a full inspection and refurbishment on all bikes. YT categorizes bikes by the following grades:

A – New – previous model

This bike is a previous model, without defects and in brand-new condition.

B – New – visual defects

This bike is from the current or a previous model range and shows visual defects but has never been ridden. These defects could be imperfections such as irregular paint or color, or damages to the coating such as scratches and paint chips.

C – Used – Almost like new

The brakes and drive components have been bed in but don't show any obvious signs of use. The frame and components can show minor signs of use such as scratches, paint chips and paint defects (i.e., irregular paint or color, wavy finish).

D – Used – good condition

This bike has been test ridden off-road. It will show more obvious signs of use and wear, such as scratches, paint chips, and more on the frame and components. It has been refurbished by our experienced bike mechanics to be almost good as new, keeping it ready for #GOODTIMES ahead.

8 WHAT DOES THE REFURBISHMENT PROCESS CONSIST OF?

Our motivated team of bike mechanics love what they do, and like you, they are stoked on mountain biking. Each bike in the workshop will be treated as if it were their own.

Each YT Insider bike will follow strict refurbishment guidelines to bring it up to standard. This thorough inspection will test the safety and functionality of the bike. Repairs and comprehensive servicing will be conducted if necessary to ensure safe use.

We will replace worn parts if they are no longer in a new condition (e.g., tires, brake pads, grips), as well as components that only have a short life span left (e.g., brake discs and battery) with branded products of equivalent specifications and value. Depending on the specific state of the components, they will either be serviced or replaced. All cable connections get checked, bolts tightened to the appropriate torque, and the brakes are bled and adjusted to guarantee lasting performance. Wheels are checked for correct spoke tension and adjusted if necessary, and a shock/fork service is undertaken if required. Every bike that goes through our refurbishment process receives a final inspection and test ride before being thoroughly cleaned, so it's ready to go from the moment of collection.



9 DOES REFURBISHMENT DIFFER ON E-BIKES?

E-bikes undergo the same refurbishment as regular bikes along with additional testing for e-bike specific components.

- The display as well as all cables and cable connections will be inspected to assure secure mounting and functionality, and to identify any possible damage.
- Motor and battery will be diagnosed using a specialist battery-management-software, which will give information on previous use and current condition. E-bike drive units use specific software to interface with the controller, and the software version will be checked and updated as required by the manufacturer. You will receive the most up-to-version of this software upon purchase. Furthermore, we will repair and replace any components where necessary.

10 WHAT'S THE CONDITION OF AN E-BIKE BATTERY?

Each e-bike battery will be diagnosed and refurbished. If the remaining maximum capacity of the battery is at 85% or less, it will be exchanged with a brand-new one.

The full mileage of the bike will be displayed in the booking tool. Please understand that this may differ slightly as test rides will be undertaken by our mechanics to ensure the safety standards of your bike.

11 HOW LONG DOES IT TAKE TO CHARGE AN E-BIKE BATTERY?

On average it will take four hours for the battery to fully charge.

12 WHAT ARE THE CARE INSTRUCTIONS FOR MY E-BIKE BATTERY?

It is recommended to store the battery at room temperature (ca. 20 °C). Fluctuations in temperature may damage the battery and can cause a loss in capacity. If your bike won't be used for a while you should take care to charge the battery to 40 – 60 % (three indicator LEDs). You can then store your battery for up to three months. Only use original equipment when charging your battery. Proper handling will increase its life span and performance.



13 HOW & WHEN CAN I PAY FOR MY BIKE?

- 13.1 Payment will need to be made at the YT Mill in Hausen before you can take your bike home.
- 13.2 You must make payment at the YT MILL on the day of pickup. You can pay with any debit or credit card from the following providers: Visa, V-Pay, MasterCard, Maestro, American Express, Discover, Diners Club, and Union Pay. We also accept payments via NFC using Google or Apple Pay. Cash or partial payments will not be possible.
- 13.3 Making a cash payment will not be possible.
ATTENTION: Please check up on the daily spending limit for your bank account/credit card and increase it if necessary.
- 13.4 A receipt will be given out after payment has been made. You will receive an official invoice documenting your purchase a few days later.

14 CAN YOU SHIP MY INSIDER BIKE?

No – shipping a bike will not be possible. All bikes will need to be picked up at below address during the booked appointment:

YT Industries GmbH
YT Mill/ Showroom
Pilatus Campus 9
91353 Hausen

15 WHAT DO I RECEIVE WITH MY BIKE?

- 15.1 On pick-up you'll receive a tool kit which can be used to mount and dismount components. Furthermore, you have the chance to get a full suspension setup for free.
- 15.2 When purchasing an e-bike you'll receive the original box containing the charger.
- 15.3 All bikes are fully assembled and ready to ride.
- 15.4 Not included are:
 - Pedals
 - Lights and reflectors; bikes sold do not meet current traffic laws. Amongst other reasons, this is because they are missing lights. Therefore, you should not ride these bikes on public roads.
 - Shipping and packaging materials such as the bike box.

16 CAN WE TALK ABOUT THAT PRICE AGAIN?

- 16.1 All prices are final. Prices can be found in the booking tool. Prices are based on the age and condition of the bike.
- 16.2 Additional employee discounts and special rebates will not be applicable. The offer cannot be combined with other special offers, promotions, or vouchers.



17 WHERE DO THESE BIKES COME FROM?

Each bike has a unique story to tell. Your bike may have been a display unit in the mill or part of the demonstrations fleet – it may even have been featured on the front page of your favorite bike magazine. Whatever its story may be, rest assured that it has been returned to prime condition by our talented workshop staff and that it will be ready for more #goodtimes to come.

18 DO I HAVE A CHANCE AT TESTING THE BIKE?

During your appointment you'll be able to take the bike for a few laps in the parking lot. Wearing a cycling helmet is mandatory. For hygiene reasons, please bring your own helmet.

IMPORTANT: We require you to sign a liability waiver agreeing to our test ride conditions. Please note that a parent or legal guardian is required to sign this for you if you are underage. The waiver can either be signed digitally before the appointment within the confirmation mail or on-site.

19 WHERE DO I FIND THE OPERATION AND ASSEMBLY INSTRUCTIONS?

Assembly and operation instructions for bikes, and the manuals for chargers and batteries can be found on the [YT website](#).

20 CAN I RETURN MY BIKE

All purchases are final. Viewing and testing the bike will be possible during the booked appointment to get an understanding of the bike's condition.

Withdrawing from the purchasing contract, i.e., returning or exchanging the bike will not be possible once the purchase has been finalized.

21 WHAT ARE THE WARRANTY CONDITIONS OF MY BIKE?

Any bike purchased during the YT Insider sale will have the same warranty claims as a factory-new bike. The warranty period will start once the purchase has been made. All applicable clauses and regulations can be found under point 8 in the terms and conditions of YT Industries GmbH.

22 WHO DO I CONTACT ON FURTHER INSIDER QUESTIONS OR A CANCELLATION REQUEST?

Should you have any questions regarding the Insider program or want to cancel your appointment, please write an e-mail to outlet@yt-industries.com.



23 WHO DO I CONTACT FOR A SERVICE REQUEST?

For all service requests please contact the [YT customer service](#). Don't forget to state your invoice number and add 'Insider sale' as a reference.

24 DATA PROTECTION AND SCOPE OF TERMS AND CONDITIONS

- 24.1 The „YT Insider sale terms and conditions“ will take priority over the regular [terms and conditions](#) of YT GmbH for the processing and fulfilment of Insider sale orders for the duration of the Insider sale.
- 24.2 We would like to refer you to the [data protection disclaimer of YT Industries GmbH](#) for further information.