# Employer e-bike purchase support schemes

## Supplier requirements checklist

When selecting the e-bike supplier, an employer can use this list of considerations. It is not intended to be definitive or set mandatory requirements. The most important considerations are identified with an asterisk.

### Model range*
- Offer a range of quality e-bikes designed for use on road or cycleway in urban settings, typically including step-through, commuter or urban.
- Provide a priced list of the e-bikes available through the scheme (including any volume-based price ranges).

### Geographical area*
Has capability to supply the e-bikes in the area(s) required.

### Bulk orders
Fulfill bulk orders within the agreed timeframe (typically within 6 weeks of the initial order).

### Discounts*
Provide discounts on bulk orders.

### Accessories
Offer a full range of accessories (e.g. helmets, jackets, lights), preferably with discounts.

### Have-a-go events*
- Help organise ‘Have-a-go’ event(s) at an agreed venue(s) - typically at, or close to, the employer’s workplace.
- Offer test rides for the full range of e-bikes available through the scheme.
- Be available to answer questions.

### Test rides
For those employees unable to attend the ‘Have-a-go’ events, offer test rides at the supplier’s premises.

### Safety briefing*
Provide a full safety briefing (including observed ride) to customers on pick-up.

### Payment process
Be prepared to support payment processes involving a bulk payment from employers or single payments from employees.

### Support to employers
Be available to support the employer representative in providing a smooth and timely implementation and provide records of e-bike collections by participating employees.

### Warranty and servicing
Offer one free service to customers within the first three months of ownership. Provide a suitable warranty period for battery and bike components.