

RECOVERY POLICY

Professional bike and ebike theft recovery – how the service operates, and what members can expect if a theft occurs.

1,000+

Bikes recovered

+80%

Recovery rate

~48h

Typical recovery time

24/7

In-house ops team

01

ABOUT THIS SERVICE

BackPedal provides a specialist theft recovery service for members whose bikes are fitted with BackPedal-approved tracking technology.

Since launching, BackPedal has recovered over 1,000 stolen bikes. Over 80% of stolen bikes reported to us are recovered – typically within 48 hours, though some recoveries take weeks. Recovery operations run across the whole of the UK, coordinated by our in-house operations team, 24 hours a day.

Our objective is simple: the safe, efficient recovery of your bike.

This policy explains how the service operates and what members can expect if a theft occurs. It is a plain-English summary of the service, not an insurance policy – the full contractual terms are at backpedal.co/legal/terms, and insurance cover is governed by the Sundays Insurance policy documents.

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IF YOUR BIKE IS STOLEN

Call us as soon as you discover the theft – the first hours matter most.

24/7 THEFT RECOVERY HOTLINE

0808 304 0476

FOR ANYTHING THAT ISN'T AN ACTIVE THEFT

Customer support

0808 196 4762

WhatsApp

07360 276 969

Email

team@backpedal.co

03 WHAT BACKPEDAL WILL DO

Once notified, BackPedal will immediately begin coordinating your recovery. Our team will:

- Review all available tracking information.
- Contact the police and file the crime report on your behalf.
- Develop an appropriate recovery strategy.
- Deploy recovery resources.
- Continue to monitor new intelligence as it becomes available.
- Work alongside the police where appropriate.
- Keep you informed throughout the recovery.

Every theft is different, but every recovery has the same objective: **to recover and return your bike safely.**

04 WHAT WE ASK OF MEMBERS

The recovery service is most effective when members work with us. We ask members to:

- Notify BackPedal as soon as possible after discovering a theft.
- Provide details of the stolen bike and the circumstances of the theft.
- Share access to compatible tracking applications where applicable.
- Keep rechargeable tracking devices charged and operational.
- Cooperate with reasonable requests for information during the recovery.

These steps materially improve the chance of getting your bike back.

05 HOW RECOVERIES WORK

Every recovery is planned individually, based on the information available at the time and the safety of everyone involved.

Where appropriate, we deploy immediately. In other cases, monitoring the bike and delaying intervention gives a better opportunity to recover it safely. Our recovery team determines the operational strategy for each incident.

Where tracking information is temporarily unavailable, we continue to review new intelligence as it becomes available.

There is no time limit on our recovery efforts, and no limit on the number of times we deploy. While there is functioning tracking or credible new information, we will keep going after your bike – most come back within the first 48 hours, but we have recovered bikes weeks and months after the theft.

06 AFTER A RECOVERY

When we recover your bike, our agents – or an agreed courier – return it to you at a time and place that suits you. Recovery is included in your subscription: no call-out fees, no excess, no charge for the recovery itself.

If your bike comes back with damage from the theft, the Sundays-underwritten insurance covers theft-related damage, subject to the standard policy terms.

07 IF YOUR BIKE CAN'T BE RECOVERED

Most recoveries succeed; some don't. If your bike cannot be recovered, the backup theft insurance included with your subscription – underwritten by Sundays Insurance – handles the claim for the bike's value, subject to the standard policy terms.

08 FAIR USE

BackPedal exists to recover genuinely stolen bikes.

You won't find a lengthy list of exclusions in this policy, and we won't refuse a recovery because of where your bike was parked or which lock you used. In return, we ask members to use the service responsibly: take reasonable care of your bike, use sensible security, and keep your tracking equipment maintained.

That balance lets us focus our resources where they matter most – recovering stolen bikes.

OUR COMMITMENT

BackPedal was founded on a simple belief: **a stolen bike should be recovered wherever possible — not simply replaced.**

Every reported theft is treated professionally. Every decision is made with one objective: **to maximise the opportunity to recover your bike and return it to you.**