



# FAIR WEAR AND TEAR POLICY.

BMW Financial Services

To ensure uninterrupted driving pleasure, and avoid any unnecessary penalties when your BMW contract comes to an end, we would like to take this opportunity to remind you of our Fair Wear and Tear Policy.

Before returning your BMW to a retailer, please familiarise yourself with the guidelines below and make certain that your vehicle's Motorplan does not lapse prior to the date of its return. In this way, your buyback agreement will remain in effect.

For any further queries regarding our Fair Wear and Tear Policy, do not hesitate to contact BMW Financial Services directly at 0800 600 555 or via email [customer.service@bmwfinance.co.za](mailto:customer.service@bmwfinance.co.za).

## WEAR AND TEAR GUIDELINES.

Should you elect to return your vehicle at the end of your BMW Financial Services Agreement, you will be liable for any damage that is not considered fair wear and tear. This includes the reasonable cost of restoring the vehicle to good working order and condition as determined by an appraiser.

It is also expressly agreed that the items mentioned below shall not be covered by fair wear and tear. In this regard, the wear and tear standards of the South African Vehicle Rental and Leasing Association (hereinafter referred to as "SAVRALA") will apply.

- 1. Bodywork damage:** any dent in the bodywork of the vehicle.
- 2. Paintwork damage:** including but not limited to; any scratch where the paint surface is broken and requires paint to be applied, a colour mismatch between panels, and any changes to the original vehicle colour since its delivery to the customer.
- 3. Engine and transmission:** any part or parts that may be missing, damaged or inoperative.
- 4. Components and parts:** any part or parts that were fitted as standard equipment which may be missing, damaged or inoperative.
- 5. Mechanical, electrical and hydraulic components:** any defects to the mechanical, electrical or hydraulic systems.
- 6. Windscreen glass:** damage, cracks or "chips" in the glass that occur within the driver's line of sight and would result in the vehicle failing a roadworthy test.
- 7. Headlights and tail lights:** cracks in the glass of the lights and/or lights which are damaged or inoperative.
- 8. Tyres and rims:** Each tyre of the vehicle shall have at least two millimetres of tread overall. Any tyres which fail to meet this requirement must be replaced. All of the tyres must be the same type and meet the specifications set out in the owner's handbook. Rims must be in the same condition as originally supplied with no dents or damage.
- 9. Factory-fitted accessories:** an owner will be liable for the absence of any of these items.
- 10. Repair:** any damage to the vehicle which is not satisfactorily repaired.
- 11. General:** any other items that require repairs to return the vehicle to a roadworthy condition.

In addition, should any of the following items not be accounted for at the time of the vehicle's return, the customer will be charged a replacement fee for each missing item:

- Spare key
- Service booklet
- Owner's manual
- Standard tool kit, and
- Mobility kit

For more details on the wear and tear standards of the South African Vehicle Rental and Leasing Association, please visit the SAVRALA website <https://savrala.co.za/>.