



AN OWNER'S GUIDE TO BMW FAIR WEAR AND TEAR

BMW Financial Services

CONTENTS.

Introduction Page 3

What do we mean by fair wear and tear? Page 4

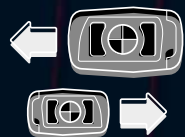
When to evaluate your BMW? Page 5

- Tyres and Rims Page 6
- Mirrors and Lights Page 7
- Windscreen Damage Page 7
- Chipped Paint Page 8
- Dents and Scratches Page 9
- Paintwork Damage Page 9
- Interior Trim Page 9
- Engine and Transmission Page 10
- Components and Parts Page 10
- Mechanical, Electrical and Hydraulic Components Page 11
- Factory-Fitted Accessories Page 11
- General Repair Page 11

Summary Page 12

INTRODUCTION.

Your BMW Select Finance Agreement gives you the advantage of a Guaranteed Future Value that shields you from depreciation, and gives you a choice of options at the end of your term:



Purchase
a new BMW



Keep your
BMW



Return your
BMW

If you decide to hand back your BMW at the end of the finance agreement term, we want to ensure that your handover is as smooth and effortless as your time behind the wheel.

As part of the return process, you will need to have a vehicle inspection completed before the agreement end date.

Naturally, we don't expect your BMW to be in perfect condition, but if there is any damage outside of the fair wear and tear criteria, as stated in your finance agreement, charges may be applied.

After the vehicle inspection with our approved agent, TÜV SÜD, we will provide you with a vehicle condition report detailing any visible damage that our agent has found. We'll then contact you to discuss any costs.

The last thing we want is for you to have any unwanted surprises, so please use this guide to give you a breakdown of what is and isn't acceptable wear and tear.

WHAT DO WE MEAN BY FAIR WEAR AND TEAR?

This is when the day-to-day and responsible use of your BMW leads to an acceptable deterioration of its condition. Factors such as vehicle age and mileage are all considered.

Fair wear and tear does not cover:

- Damage which has occurred due to events such as accidents, harsh treatment, and negligence.
- Nor does it include unspecified modifications or alterations.
- Exceeding the mileage parameters you agreed to upon purchase.
- Failure to service your vehicle in accordance with recommendations or warranties.



WHEN TO EVALUATE YOUR BMW.



When to evaluate

You will be required to contact the TÜV SÜD Customer Services Centre a few weeks before the Select Finance Agreement end date, to make an appointment for the vehicle inspection.

Failure to arrange this inspection on time, may result in unnecessary delays and charges.



Where to evaluate

The inspection assessment can either be carried out at a preferred address of your choice, e.g. work or home address, or the inspection can be done at the nearest TÜV SÜD centre.



How to evaluate

TÜV SÜD contact details:
Telephone: 021 935 7965
Email: tuvsudcic@avts.co.za
Website: www.tuv-sud.co.za



Cost to evaluate

There is no cost for the first vehicle assessment done with TÜV SÜD.

A second vehicle assessment, as a result of a possible dispute, may attract an assessment fee.

Please familiarise yourself with these guidelines that follow, and make certain that your vehicles Motorplan does not lapse prior to the date of return, to ensure your buyback agreement remains in effect.





TYRES AND RIMS.

The following damage to wheels and rims, fall outside of acceptable fair wear and tear, and may result in a charge:

- Scuffs longer than 50 mm on alloy wheels.
- Scuffs deeper than 10 mm.
- Damage to wheels, spokes and hub.
- Damage to side walls and tread.
- Damage to rims.
- Tread less than 2.0 mm.
- Tyres and rims that don't comply with the vehicle's recommendations.

All tyres must be replaced with the same tyre brand and type; for example, run flat tyres must be replaced with run flat types, and not normal tyres.

Tyres must meet the specifications as set out in the owners handbook.



☞ MIRRORS AND LIGHTS.

Mirrors and lights may fail our inspection if they are:

- Missing, cracked or severely damaged.
- If the scratch is longer than 25 mm in length.
- If the light or the cover is broken.

☞ WINDSCREEN DAMAGE.

The windscreen may fail our inspection if:

- The windscreen has chips, cracks or holes.
- Damage or repair in the driver's line of sight.

In the event that a windscreen is replaced, please ensure that only BMW Approved Windscreens are fitted (e.g. rainsensor on the windscreen).



🔧 CHIPPED PAINT.

We understand that your BMW may have the odd small chip, therefore small areas of chipping – including door edges – are classed as fair wear and tear. However, if the chipping is more serious or extensive, we may need to charge for:

- Chipping that needs repairing or repainting.
- Corrosion caused by chips.





DENTS AND SCRATCHES.

You may be charged for dents and scratches where:

- There is a more serious dent over 10 mm.
- Dents that have broken paint surface.
- Dents that are on the roof.
- If your scratches total more than 25 mm, or have exposed the primer or metal underneath.



PAINTWORK DAMAGE.

You may be charged for scratches where:

- The paint surface is broken and requires paint to be applied.
- Any colour mismatch between panels, or changes to the original vehicle colour.



INTERIOR TRIM.

We expect some wear and dirt from everyday use.
However, there is some damage we will need to charge for:

- Burns and scratches.
- Tears, stains, or odours.
- Holes in carpet.
- Damage to trim or dashboard.





ENGINE AND TRANSMISSION.

There will be charges for any part or parts that are missing, damaged or inoperative.

If there are costs due to overdue services, this will be charged for.



COMPONENTS AND PARTS.

Any part or parts that were fitted as standard equipment, and that are missing, damaged or inoperative, will be charged for.

MECHANICAL, ELECTRICAL AND HYDRAULIC COMPONENTS.

Any defects to the mechanical, electrical, or hydraulic systems could result in a charge.

FACTORY-FITTED ACCESSORIES.

Charges may be applied to missing accessories, that include:

- Mobility Kit.
- First Aid Kit.
- Warning triangle.
- Ashtrays.
- Floor mats.
- Cigarette lighter.
- Tonneau cover / nets.
- Spare / Digital Keys.

GENERAL REPAIR.

Any damage to the vehicle which is not satisfactorily repaired by a BMW Approved Repair Centre, may be charged for.





SUMMARY.

If you have adhered to the correct service intervals and mileage parameters, had any repairs performed at a BMW Approved Repair Centre, kept your BMW to manufacturer's specifications, and your vehicle has all its original components, parts and accessories, your handover should be a pleasure.

For any further queries regarding our Fair Wear and Tear Policy, do not hesitate to contact us on the details below.

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BMW Financial Services (South Africa) (Pty) Ltd is an Authorised Financial Services (FSP 4623) and Registered Credit Provider (NCRCP2341).

More information on the Southern African Vehicle Rental and Leasing Association Fair Wear & Tear guide, can be found here:
<https://savrala.co.za/wp-content/uploads/2020/10/Savrala-Leasing-Fair-Wear-and-Tear-Guide-PRINT.pdf>