



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

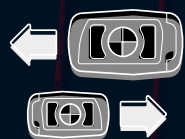
- Factory-Fitted Accessories Page 11

- General Repair Page 11

Summary Page 12

INTRODUCTION.

Now that you're driving your dream BMW without the commitment of owning it - please take note of the following before your agreement ends.



Purchase
a new BMW



Return your
BMW

When you return your BMW at the end of your 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 done before the agreement end date.

Naturally, we don't expect your BMW to be in perfect condition, but if there's 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, is done, 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.

We don't want you to have any unpleasant surprises, so please use this guide to determine what is and isn't acceptable wear and tear.

WHAT DO WE MEAN BY FAIR WEAR AND TEAR?

As a result of regular and responsible use, your BMW's condition will deteriorate to an acceptable extent. All factors are taken into account, including the vehicle's age and mileage.

Fair wear and tear does not cover:

- Damage caused by accidents, harsh treatment, or negligence.
- Unspecified modifications or alterations.
- Exceeding the mileage parameters you agreed to upon purchase.
- Failure to service your vehicle according to the 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 your BMW Charter: Fixed-Term Rental Agreement ends, to make an appointment for your 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's 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.

For your buyback agreement to remain in effect, please make sure you're familiar with the following guidelines and ensure that your vehicle's Motorplan doesn't end before you return it.



TYRES AND RIMS.

The following damage to wheels and rims falls outside of the acceptable fair wear and tear, and may result in additional charges:

- 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:

- It has chips, cracks or holes.
- There's 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 dent over 10 mm.
- Dents have broken the paint surface.
- Dents are on the roof.
- The scratches total more than 25 mm or the primer and/or metal is exposed.



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's damage we'll 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'll 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 lead to an additional 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 that hasn't been satisfactorily repaired by a BMW Approved Repair Centre, may be subject to an additional charge.





SUMMARY.

Your handover should be a pleasure if you:

- Adhered to the correct service intervals.
- Maintained your BMW to the manufacturer's specifications.
- Had any repairs performed at an Approved BMW Repair Centre.
- And kept all your original parts, accessories, and components.



For any questions or queries regarding our Fair Wear and Tear Policy, please don't hesitate to contact us:

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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>