



# BMW VEHICLE CARE PACKAGE.

## TERMS AND CONDITIONS.

### Defined terms and interpretation

**Australian Consumer Law** means the Australian Consumer Law set out in Schedule 2 to the Competition and Consumer Act 2010 (Cth) as amended from time to time.

**BMW** means BMW Australia Ltd ABN 11 004 675 129.

**BMW Vehicle Care Package** means the services detailed in clause 1(a) and 1(b) of these Terms and Conditions.

**Service Inclusive Package** means the BMW retail vehicle maintenance product.

**Commencement Date** means the date a Customer purchases the BMW Vehicle Care Package.

**Conclusion of Term** means the date that the Customer is no longer entitled to receive the benefits of the BMW Vehicle Care Package as the package's specified time period has elapsed or the Vehicle has reached the specified number of washes.

**Term** means the Commencement Date until the Conclusion of Term.

**Customer** means the owner of the Vehicle.

**Vehicle** means a BMW branded vehicle that is entitled to the services under the BMW Vehicle Care Package.

### 1. What is included in your purchase of a BMW Vehicle Care Package?

The BMW Vehicle Care Package consists of 11 (eleven) Express Washes and 1 (one) Express Wash and Vehicle Detail.

#### (a) Express Wash

- General hand wash/hand dry
- Interior vacuum (includes boot)
- Windows cleaned (inside and out)
- Wheel clean
- Tyre shine

#### (b) Express Detail (Includes Express Wash)

- External hand wax/polish
- Door and boot jambs cleaned
- Seats – leather cleaned/conditioned
- Dashboard and console – polished/conditioned
- Interior doors – cleaned/conditioned

### 2. Package Term

The Vehicle Care Package is valid for a period of 12 months from the package Commencement Date. Customers may redeem a maximum of 2 washes per calendar month until the maximum of 12 washes (inc Detail) has been reached. On conclusion of the Term the customer is able to purchase another BMW Vehicle Care Package.

### 3. Bookings and Appointments

Bookings must be made in advance and are subject to the BMW dealer schedule:

**Express Wash** must be booked at least 1 (one) business day in advance.

**Express Detail** must be booked at least 3 (three) business days in advance.

Please note that BMW dealers may operate on reduced hours during weekends.

### 4. Customer Entitlements

As a BMW Vehicle Care Package Customer you will have access to the BMW Dealer's customer lounge and the associated facilities whilst your vehicle is being cleaned. During the Express Detail a customer pick up/drop off service may be available, which is subject to participating BMW dealers. The BMW Vehicle Care package does not include a BMW loan vehicle, however participating BMW dealers may offer this as an option during the Express Detail.

### 5. Exclusions and Limitations

The BMW Vehicle Care Package:

- (a) is only available to customers who have an active Service Inclusive Package;
- (b) can only be purchased via participating BMW Service Inclusive Package Next dealers;
- (c) can ONLY be redeemed through the participating purchasing BMW dealer

The BMW Vehicle Care Package cannot be transferred to another BMW dealer and is vehicle specific and cannot be transferred to another vehicle. No refunds are payable where the BMW Vehicle Care Package is not redeemed within the Term or where the Customer is unable to redeem the BMW Vehicle Care Package for the vehicle for any reason, including but not limited to where the vehicle is damaged beyond repair. Vehicles that have been used in an off road environment may incur additional cost.

### 6. Your Statutory Rights and Remedies

These terms and conditions are subject to any statutory rights and remedies that are available to you, including under the Australian Consumer Law. Those statutory rights and remedies may be pursued in addition to those conferred under these terms and conditions.