



BMW VEHICLE DETAIL PACKAGES.

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 Detail Package & Premium Package means the services detailed in clause 1(a) of these Terms and Conditions.

BMW Vehicle Detail Premium Plus Package means the services detailed in clause 1(a) and (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 Detail Package.

Conclusion of Term means the date that the Customer is no longer entitled to receive the benefits of the BMW Vehicle Detail Package as the package's specified time period has elapsed or the Vehicle has reached the specified number of details. The Cosmetic Repair Voucher will remain valid until the total value (AUD\$200) has been redeemed.

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 Detail Package.

1. WHAT IS INCLUDED IN YOUR PURCHASE OF A BMW VEHICLE DETAIL PACKAGE?

The BMW Vehicle Detail Package consists of 1 (one) Express Detail, the BMW Detail Premium Plus Package consists of 2 (two) Vehicle Details. The BMW Vehicle Detail Premium Plus Package also provides a Cosmetic Repair Voucher to the value of (AUD\$200).

(a) Express Detail

- General wash / dry
- Interior vacuum (includes boot)
- Windows cleaned (inside & out)
- Wheel clean
- Tyre shine
- External hand wax / polish
- Door and boot jambs cleaned
- Seats - leather cleaned / conditioned
- Dashboard and console - polished / conditioned
- Interior doors - cleaned / conditioned

(b) Cosmetic Repair Voucher (\$200 value) contribution towards the cost of the following repairs:

- Wheel repair
- Minor scratch repair
- Minor dent repair
- Windscreen repair
- Other

2. PACKAGE TERM

The BMW Vehicle Detail Package is valid for a period of 12 months from the package Commencement Date. On conclusion of the Term the customer is able to purchase another BMW Premium Vehicle Detail Package.

3. BOOKINGS AND APPOINTMENTS

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

Express Details must be booked at least 3 (three) business day in advance.

Cosmetic Repair Voucher must be booked at least 1 (one) week in advance.

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

4. CUSTOMER ENTITLEMENTS

As a BMW Vehicle Detail 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 Vehicle Detail a customer pick up/drop off service may be available, which is subject to participating BMW dealers. The BMW Vehicle Detail Packages do 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 Premium Vehicle Detail Package:

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

The BMW Premium Vehicle Detail 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 Detail Package is not redeemed within the Term or where the Customer is unable to redeem the BMW Vehicle Detail 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.