

BMW
Service and Repair
Inclusive



Sheer
Driving Pleasure

www.bmw.in

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 **MAINTENANCE.**
Covered.



 **REPAIR.**
Embedded.

 **WEAR & TEAR.**
Included.

BMW SERVICE AND REPAIR INCLUSIVE.

THE ROAD TO PEACE OF MIND BEGINS HERE.

Please refer the terms and conditions for detailed information.

The models, equipment and possible vehicle configurations illustrated in this flyer may differ from the vehicles supplied in India. Some accessories may not be the same as shown. Subject to change.
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THE FREEDOM TO ENJOY YOUR BMW.

KEY BENEFITS.

With Service and Repair Inclusive, you have complete peace of mind for a period of your choice. During this time you don't have to waste a moment thinking about the cost of maintenance, inspection or wear and tear. A single, attractive up-front payment covers an extensive range of work performed by BMW Service (Original BMW/MINI Parts included).

Completely transparent.

Integrate the cost of service work in your leasing and finance installments.

Fully flexible.

You have a choice of various packages with different duration and mileages: Service Inclusive – You can choose from 3 years with 40,000 km to 10 years with 200,000 km. Repair Inclusive – Unlimited mileage* package up to 6 years.

Easily transferable.

Consistent maintenance by trained BMW Service staff and the use of Original BMW/MINI Parts secures the value of your car in the long term. In case you sell your car, Service and Repair Inclusive is automatically transferred to the next owner – an additional selling point.

Vast presence.

Service and Repair Inclusive is valid worldwide at participating BMW Service Centres.

For further details, ask your BMW Service Centre or visit us at: www.bmw.in | www.MINI.in

*Refer Terms and Conditions on Page 9.



TAILORED FOR EVERY NEED.

CHOOSE FROM A VARIETY OF PACKAGES.

Original BMW/MINI Parts. Service Experts. Always hassle-free.

It's all there for you with Service Inclusive: the expertise of our Service specialists, the use of Original BMW/MINI Parts and the great feeling of knowing your BMW/MINI is in the very best of hands. And this not only applies at your local dealership but worldwide at all participating BMW Service Partners.

So there's just one more question remaining: which package to choose? Service Inclusive, Service Plus or Repair Inclusive? We're happy to help you there. Ask your BMW Service Partner or visit us at: www.bmw.in | www.MINI.in

Please find information about what each package covers in the accompanying overview.

Combine the additional option Repair Inclusive with the service package and you have the full range of services. In addition to covering maintenance work and wear-and-tear repairs, your entitlement to warranty services is also extended beyond the statutory period.

Service Inclusive packages »		Oil Inclusive	Service Inclusive Basic	Service Inclusive Plus	Repair Inclusive
Scope of services v		Maintenance. Engine oil service	Maintenance. All maintenance work, including any BMW Original Parts and oil required.	Wear & Tear. Additional wear and tear repairs including any Original BMW Parts required.	Repair. Extension of your statutory right to claim for vehicle defects (warranty).
	Engine oil service	✓	✓	✓	
Maintenance	Engine oil top ups		✓	✓	
	Vehicle check and standard scopes		✓	✓	
	Service/replacement air filter		✓	✓	
	Service/replacement fuel filter		✓	✓	
	Service/replacement micro filter		✓	✓	
	Service/replacement spark plugs		✓	✓	
	Service/replacement brake fluid		✓	✓	
Wear & Tear	Replacement of front/rear brake pads			✓	
	Replacement of front/rear brake discs			✓	
	Replacement of clutch (if necessary)			✓	
	Replacement of wiper blades (once in a year)			✓	
Extension of your statutory right to claim for vehicle defects (warranty*)					✓

* Refer Terms and Conditions on Page 9.



PERSONALISED REMINDER SERVICE.

Your BMW/MINI knows best when its next service is due. Its on-board maintenance system, Condition Based Service (CBS), determines your BMW's individual service requirements and displays this information in the cockpit – giving you ample time to arrange an appointment that best fits your schedule.

And when you get to the garage, everything runs like clockwork. Your BMW Service Centre can immediately determine what needs to be done using the CBS data stored in your BMW key. One good reason to hand over the keys to your BMW.

A BENEFIT AT EVERY STEP.

- **Complete cost control:** Maintenance and wear-and-tear work using Original BMW/MINI Parts combined with service expertise – all at a unique and highly attractive fixed rate.
- **Variety of choices:** There are various packages to choose from. Each of these packages include a different range of services.
- **Flexible framework:** You have a choice of various packages with different duration and mileages: Service Inclusive – You can choose from 3 years with 40,000 km to 10 years with 200,000 km. Repair Inclusive – Unlimited mileage* package up to 6 years. (from the warranty start date).
- **Worldwide validation:** BMW Service and Repair Inclusive is valid worldwide at participating BMW Service Centres.
- **Warranty benefits:** Regular maintenance/CBS adherence means warranty entitlements remain in force.
- **Easy transfer:** BMW Service and Repair Inclusive shifts to the next owner, thereby securing value retention.
- **Easy upgrade:** You can upgrade any time you wish.

An upgrade or extension is possible:

- For Service Inclusive at any time during the validity of the package and also within six months after the expiration of the package.
- For Repair Inclusive at any time within warranty or during the validity of the existing Repair Inclusive package only.

If an upgrade / extension to another package is opted for, then the existing package on the car with its coverage & scope will cease immediately. The scope & coverage of extended/upgraded package will be enforced with immediate effect and no services as per old package coverage can be availed.

*Refer Terms and Conditions on Page 9.



TERMS AND CONDITIONS.

Service Inclusive and/or Repair Inclusive is available as a cost option. The Customer voluntarily opted to purchase Service Inclusive/Repair Inclusive packages, a value added product offered by BMW India exclusively for its customers in order to avail additional benefits by payment of additional costs and subject to the following terms and conditions. Hence, BMW India Pvt. Ltd. ("BMW") intends to sell Service and Repair Inclusive to the Customer, through Authorised BMW Dealers in India, subject to the Terms and Conditions mentioned below. The Customer hereby confirms that he has fully understood and accepted the same. All the packages refer to BMW, MINI, BMW i and BMW M.

Service and Repair Inclusive is only applicable to original factory built product specifications. This means that the following are specifically not covered:

- ▶ Any BMW approved or non-BMW approved accessories.
- ▶ Any tuning or performance enhancement parts or repairs due to the installation thereof.
- ▶ Any repairs or replacement of parts due to excessive wear and tear or misuse.

DURATION OF PACKAGE COVERAGE (for all packages):

- ▶ The package commences at the vehicle's defined warranty start date and at "Zero kilometres".
- ▶ Costs for services and repairs that were carried before purchase of the package/s are not covered or cannot be refunded back.
- ▶ The package terminates when either the kilometre limit or the time limit threshold is reached, whichever occurs earlier.

EXCLUSIONS:

The following services are not included in the "Repair Inclusive"

- ▶ Fuel and contamination in the fuel system and consequential damage.
- ▶ Damage to paint finish, body, covers and panels.
- ▶ All kind of glass defects and / or accidental damages (e.g. mirrors, windows, headlight housing, optical distortion, spots, blurriness etc.).
- ▶ Noises (reduction of comfort e.g. wind, squeaking and rattling noises) that are directly connected to a defective part.
- ▶ Tyres, wheel balance weights and wheel damage.
- ▶ Repairs for which the vehicle user is responsible (engine damage due to deficiency of oil, overdue oil change, participation in race events).
- ▶ Hydrostatic lock, flood and / or accidental damages.
- ▶ Towing costs in case of break down.
- ▶ Small parts / Consumables (e.g. additives for exhaust gas emissions such as Ad-Blue).
- ▶ Bulb, etc. (except LED and Xenon Lights)
- ▶ Adjustments, re-adjustments and adjusting procedures (that are not required in connection with the replacement of a part).
- ▶ All kind of defects related to vehicle interiors like seat covers, trims, dashboard etc.
- ▶ Odors and dust accumulation related defects like Wiper washing system nozzles, etc.
- ▶ Repair or results caused by usages of Original / non-original BMW / MINI accessories.
- ▶ In the event of vehicle covered under BSI package/s, involved in an accident rendering it beyond economical repairs / total loss, all packages will be annulled and no reimbursement will be made for the remaining period of validity.
- ▶ Customer can request for cancelation of package within four weeks from the date of activation of package and provided no services have been availed on the car under any scope. No cancelation or refund will be made after the above stated period.

For detailed and other terms & conditions please visit your authorized dealer.



OTHER TERMS:

1. Service Inclusive and/or Repair Inclusive packages are available for all new cars across all model ranges on sale in India.
2. The Customer needs to order Service and/or Repair Inclusive through the respective Authorised BMW Dealer by filling out a Declaration form along with the payment equivalent to the price of the selected package.
3. All Servicing and Maintenance jobs must be carried out at an Authorised BMW Service Workshop by BMW Approved Technicians and as specified in the Owner's manual where relevant. Manufacturer's servicing guidelines are subject to change.
4. Service Inclusive and/or Repair Inclusive is transferable to subsequent owners but not transferable to another car.
5. The Customer can request for cancellation of Service Inclusive and/or Repair Inclusive Package within four weeks from the date of activation of the package provided no services have been availed on the car under any scope. No cancellation or refund will be made after the above stated period.
6. In the event the vehicle covered under Service Inclusive and/or Repair Inclusive is involved in an accident rendering it beyond economical repairs/total loss, BMW Service and Repair Inclusive and/or BMW Repair Inclusive cover will be annulled and no reimbursement will be made for the remaining period of validity. No cancellation request can be processed either.
7. There are no refunds for past service jobs if the package is purchased after the warranty commencement date.
8. Ease of Package upgrade.
 - a. You can opt for any higher package of same segment (BSI and BRI) by paying the difference amount of the both (old and new) package.
 - b. Upgrade possibility for Existing Ultimate package:
 - To avail Repair Inclusive package upgrade on to an existing Ultimate package, it is compulsory to have it along with a Plus package and,
 - Upgrade from Ultimate to Repair Inclusive package can only be availed if existing Ultimate package is not expired & New Repair Inclusive package is available with higher validity and,
 - Upgrade from Ultimate to Plus can only be availed on upgrade price if Package is valid or expired with less than 6 months.
 - c. Even if vehicle is serving in Basic warranty with existing Ultimate package, stand alone BMW Repair Inclusive can't be upgraded/added.
 - d. Upgrade to unlimited Repair Inclusive package varies on the vehicle model and/or new package availability.
9. The Customer can request for cancellation of Service Inclusive and/or Repair Inclusive Package within four weeks from the date of activation of Package and provided no services have been availed on the car under any scope. No cancellation or refund will be made after the above stated period.
10. BMW India Pvt. Ltd. reserves the right to discontinue, alter, adjust, add or remove any packages, scope of services, exclusions, inclusions etc. without any prior notice. Please speak to your authorized dealer for latest terms & conditions, prices etc.
11. The construction, interpretation and meaning of the provisions of these Terms & Conditions shall be determined in accordance with the Indian law. The New Delhi Court shall have exclusive jurisdiction.