



THE ROAD TO PEACE OF MIND BEGINS HERE.

SERVICE AND REPAIR INCLUSIVE.

Please contact the service advisor at your nearest Authorised Service Centre for more information.

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**BMW
GROUP**
India





THE FREEDOM TO ENJOY YOUR DRIVE.

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 or wear and tear. A single attractive upfront payment covers an extensive range of services performed by BMW Service (Original BMW Parts included).

Complete Cost Control.

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

Fully Flexible.

You have a choice of various packages with different duration and mileage:

Service Inclusive – You can choose from 4 years / 2 Lac Kms to 10 years / 2 Lac Kms.

Repair Inclusive – Unlimited mileage* package up to 5 years.

Easily Transferable.

Consistent maintenance by trained BMW Service staff and the use of Original BMW Parts secure the value of your car in the long run. 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 service advisor at our BMW Service Centre.

*Refer to Terms and Conditions on Page 9.

#Applicable only with BMW India Financial Services Private Limited during the initial purchase of the vehicle (not on other finance or during upgrades).

TAILORED FOR EVERY NEED.

CHOOSE FROM A VARIETY OF PACKAGES.

NEW CAR PACKAGE:

Attractive option to avail more benefits along with the cars. New Car Package is best suitable within a year, having extension possibility up to 10 years. Package starts with warranty start date and terminates either when mileage or time threshold is reached, whichever occurs first.

SERVICE SCOPE	SERVICE INCLUSIVE	SERVICE INCLUSIVE PLUS	REPAIR INCLUSIVE
PORTFOLIO	New Cars	New Cars	New Cars
RUNTIME	4-10 years ¹	4-10 years ¹	1-5 years ¹
MILEAGE	-	-	No Limit ¹
EXTENSION / UPGRADE	up to 15 months after expiration of the package	up to 15 months after expiration of the package	within run time

Maximum tenure possible¹.
Service Inclusive packages can be purchased at any time. There are no prerequisites for ordering. In contrast, beyond the local inspection, Repair Inclusive packages can only be ordered within the standard warranty period (except from extensions).



BMW Service Inclusive Packages		Service Inclusive	Service Inclusive Plus	Repair Inclusive
Scope of services				
		Service Inclusive	Service Inclusive Plus	Repair Inclusive
Maintenance	Service Standard Scope	✓	✓	
	Vehicle Check Service	✓	✓	
	Micro Filter Service	✓	✓	
	Brake Fluid Service	✓	✓	
	Charging high voltage battery up to 75-80%	✓	✓	
Wear parts	Service Wiper Blade (once per year)		✓	
	1 set of brakes (front + rear, discs + pads)*		✓	
	Warranty Extension			✓





PERSONALISED REMINDER SERVICE.

Your car knows best when its next service is due. Its on-board maintenance system, Condition Based Service (CBS), determines your car'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 Generic Term for BMW key. One good reason to hand over the keys to your BMW Service Centre.

A BENEFIT AT EVERY STEP.



Complete Cost Control: Maintenance and wear and tear work using Original BMW 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 different range of services.



Flexible Framework: You have a choice of various packages with different duration and mileage: Service Inclusive – you can choose from 4 years / 2 Lac Kms to 10 years / 2 Lac Kms. Repair Inclusive – unlimited mileage* package up to 5 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 anytime you wish.

- An upgrade or extension is possible:
- For Service Inclusive at any time during the validity of the package and also within Fifteen 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, then the existing package on the car with its coverage and scope will cease immediately. The scope and coverage of the extended/ upgraded package will be enforced with immediate effect and no services as per the old package coverage can be availed.

*Refer to 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 BMW Authorised Dealers in India, subject to the Terms and Conditions mentioned below. The customer hereby confirms that he has fully understood and accepted the same.

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 e.g. retrofit instalments like ceramic brakes etc.
- 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):

- New Car Package and Business Package commences at the vehicles defined warranty start date and at Zero KMs, Used Car Package starts with actual date of service post package purchase.
- 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"

- High voltage battery.
- 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.).
- Tyres, wheel balance weights and wheel damage.
- Repairs for which the vehicle user is responsible (participation in racing events).
- Hydrostatic lock, flood and/or accidental damages.
- Towing costs in case of break down.
- Bulb, etc. (except LED and Xenon Lights).
- Odours and dust accumulation related defects like wiper washing system nozzles, etc.
- Repair or results caused by usage of original/non-original BMW accessories.

For detailed and other Terms and Conditions please visit your Authorised Dealer.

OTHER TERMS:

1. Service Inclusive and/or Repair Inclusive packages are available for all new cars/used cars* across all model ranges on sale in India.
2. The customer needs to order Service and/or Repair Inclusive through the respective BMW Authorised 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 a BMW Authorised Service Workshop by BMW Approved Technicians and as specified in the owner's manual wherever 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, Service Inclusive and/or Repair Inclusive cover will be annulled and no reimbursement will be made for the remaining period of the 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: you can opt for any higher package of the same Package/segment by paying difference amount of both (old and new) packages. Upgrade is allowed only within the package. New Car Package can not be upgraded into Business or Used Car Package, by paying the difference amount of the both (old and new) package.
9. 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 Authorised Dealer for latest Terms and Conditions, prices, etc.
10. The construction, interpretation and meaning of the provisions of these Terms and Conditions shall be determined in accordance with the Indian law. The New Delhi Court shall have exclusive jurisdiction.
11. In the event of mileage tempering, Service/Repair package will be annulled and no reimbursement will be made for the remaining period of the validity, No calculation or refund request can be processed either.
12. Considering best interest of customers, validity of SI package cannot be sold more than 6 years. Customer will have chance to re look the entire experience and choose if they are willing to further extend the package.

*Repair Inclusive is not available for used cars.