



GENERAL AGREEMENT & DEFINITIONS

In return for payment and subject to the terms and conditions stated in this agreement you are eligible for benefits as per the specifications of the voucher purchased. The voucher is applicable to the specific vehicle only. Please note it remains your responsibility to ensure that the content of the agreement with its relevant terms and conditions are fully understood.

1. Ambiguity: References to the masculine gender include the other genders and vice versa. References to the singular shall include the plural and vice versa. References to natural persons shall include juristic persons and vice versa.
2. Appointments: The owner of the vehicle is required to utilise the voucher on an appointment basis only by phoning the toll free number: 0800 100 228 and following the procedures detailed in this document. Appointments must be made well in advance to ensure that your vehicle gets serviced within a reasonable time.
3. Commencement of Benefits: You will only be entitled to utilise benefits under this agreement 30 (thirty days) after the date of your signature on the application form provided that the voucher fees have been paid by you. Existing damage that falls within the specifications of the voucher will be repaired after the 30 day "no service" period.
4. Conventional Metal: Steel or Aluminium is in terms of this agreement classified as conventional metal. Plastic, fibre glass and similar materials are specially excluded. All vehicles qualify for the voucher provided they are built from conventional metal.
5. Discrepancies: Should any discrepancies arise between this agreement and any literature received in connection with the Car Care Voucher by you, the definitions, conditions, exclusions, terminations, the CCV schedule and any endorsements of this agreement will govern in all cases.
6. Fees: The single payment you must pay us for benefits under the Car Care Voucher.
7. Fee Payment: All fees are payable in advance and must be paid upfront on inception of the voucher.
8. Incorrect Calculations of Fees: In the event that the fees actually paid to CCV is incorrect so that it is in fact insufficient to pay for the benefits as set forth in the Voucher Proposal and Schedule then:
 - a. written notification thereof shall be sent by us to you and the Dealership involved (if applicable);
 - b. the error may be corrected and subject to payment of the additional fees, the full benefits will be maintained; or
 - c. if no adjustment is effected within 30 days of the date of the original proposal as reflected in the proposal and schedule, CCV's liability shall be reduced by the ratio which the shortfall of the fees bears to the total payment due.
9. Refund and Cancellation Fees: The voucher may be cancelled by either party giving 30(thirty) days written notice. Upon cancellation you will be entitled to a pro-rata refund after deducting a R500.00 (including VAT) cancellation fee or R3 000.00(including VAT) for every service request logged. If the maintenance plan was financed, the pro-rata refund will be credited to your credit agreement.
10. Recording calls: We may record our telephonic conversations.
WE DO THIS TO:
 - Provide a record of the instructions we have received from you
 - Monitor quality standards
 - Meet legal and regulatory requirements. All communications and documents will be in English unless otherwise agreed.
11. Rights: Nothing contained herein shall give any rights against us to any person other than the owner of the voucher as detailed on the application. CCV reserves the right to accept or refuse an application for service, (where such an application falls outside of the specifications)
12. Transfer of Voucher: The voucher is non-transferable.
13. Taxes: All fees payable are inclusive of all taxes at the current ruling rate.
14. Territorial Limits: Benefits are limited to the Republic of South Africa. The voucher is subject to South African Law and any payment shall be in South African currency.

15. Voucher Usage: The voucher is valid to be used once-off (after 30 days no service period), regardless if one or all of the benefits have been utilised. The voucher remains valid regardless of who was driving when the damage occurred.
16. You, your: The person or entity named in the application form.

HOW TO REQUEST A SERVICE

1. Contact the CCV call centre on the toll free number 0800 100 228, and provide them with your voucher number. This number is required so that we can validate your voucher and log / register your service request.
2. Once you have logged a call with the call centre, an SMS will be sent to your mobile phone, which will contain your service request reference, a call centre WhatsApp number, and an e-mail address.
3. WhatsApp or email photos of each of the damages to the contact details provided, using the service request reference in the subject line.
4. Once your service request has been assessed, you will be sent an SMS to notify you of whether it was approved or declined.

FOR ALL MOBILE REPAIRS

5. On approval of your service request, CCV will contact you to set up an appointment for your vehicle to be repaired.

FOR AUTO BODY / MAG WHEEL & WHEEL CAP REPAIRS

6. On approval of your service request, CCV will refer you to RMI or SAMBRA approved Auto Body Repair Centres to obtain two quotations for the exterior damages that you wish to have repaired.
7. Email the two quotations to the contact details provided, using the service request reference in the subject line. This will ensure your service request can be assessed and processed efficiently.
8. Once the quotations have been processed, you will be notified accordingly.
9. On approval, CCV will arrange for payment to the approved Auto Body Repair Centre for repair of the quoted damage to commence.

MAKING USE OF YOUR BENEFITS

When can I use my benefits?

After purchasing your BMS package, a thirty (30) day no service period will apply, thereafter you will be able to fully utilise your benefits.

How often may I use my benefits?

Stone chips, scratches, paintless dent removal, windscreen chips and cracks and tar removal can be requested once a month.

Odour eliminators and air conditioning treatments can be requested once every 6 months.

Headlight Renewal and Interior Treatment can be requested once every 12 months.

The Auto Body Repair Centre visits and the Mag Wheel & Wheel Cap repair visits can be requested once every 12 months.

BENEFITS OFFERED



Stone Chips Mobile



Headlight Renewal



Scratches Mobile



Air Conditioner Treatment



Tar Removal



Interior Treatment



Paintless Dent Removal



Auto Body Repair Centre Visit



Windscreen Cracks & Chips



Mag Wheel & Wheel Cap Repair



Odour Eliminator

PERIOD OF COVER

We offer the following periods of cover:

- ◆ 18 Months
- ◆ 24 Months
- ◆ 36 Months
- ◆ 48 Months
- ◆ 60 Months
- ◆ 72 Months

LIMITS

Auto Body Repair Centre Visit : R 2,500.00 (incl. VAT) per annum for a repair that falls within the specifications.

Mag Wheel / Wheel Cap Repair : R 800.00 (incl. VAT) per annum for a repair that falls within the specifications.

BENEFITS IN DETAIL



STONE CHIPS

Stone Chips, exactly what the name implies, chips caused by stones. Although minor and not very noticeable, if left unattended these minor chips may deteriorate and cause rust. However, repairing these minor chips will help keep that “fresh off the showroom floor” look.

When can a stone chip be repaired?

It can be repaired if the size of the stone chip does not exceed 5mm in diameter. Stone chips are fixed by using the brush touch or flowpen method. No spray painting will be done when repairing a stone chip.



SCRATCHES

Scratches are inevitable, no matter how well you look after your car or try to avoid them, they happen!

When can we repair a scratch?

Traditionally a repairable scratch is a single scratch to the top and clear coat of the paint which is no longer than 75mm in length. These scratches can be fixed by using the brush touch or flowpen technique or by simply polishing the scratch out if possible. Please keep in mind that only the repair area will be polished. Due to the repair technique used no, repairs to scuff-marks or any series of scratches can be undertaken.



TAR REMOVAL

We've all tirelessly tried every home remedy in the book in an attempt to remove tar from our vehicles only to find it virtually impossible to remove. Using specialised equipment, our expert technicians are able to safely remove tar deposits from your vehicle.



PAINTLESS DENT REMOVAL

Unightly dents caused by vehicle doors opening on your vehicle or even shopping carts making their way into your vehicle can easily be repaired, without affecting the original factory paint coat. With the use of specialised tools, our expert technicians can remove any dent size within a 30mm diameter on which this specific technique is required.

When will this technique be used?

This technique will be used on any dents within the 30mm diameter where there is no damage to the paint coat and where the metal is not stretched. In instances where the metal is stretched or the paint coat is damaged, traditional auto body repair is advised. Hail damage does not fall within the benefit specification.



WINDSCREEN CRACKS AND CHIPS

How often has a stone shot onto the windshield of your vehicle causing an unsightly chip or crack? If left unattended, these chips and cracks can not only worsen but will impair your vision when driving. It is always advisable to repair a windshield chip as quickly as possible in order to prevent further contamination and reduce the possibility of cracks and runs.

When can we repair your windshield?

Any chip that is not larger than 16mm in diameter can be repaired and any run not longer than 100mm can be repaired. We consider up to 4 chips and 2 cracks safe to repair. You will be advised if we feel that the damages are not safe to repair.



AFTER SERVICE CARE

After every approved benefit service your vehicle will be left in a spotless condition. Our friendly service team will wash the exterior of your vehicle, vacuum the interior and give your tyres a polish. This value-added service must not be mistaken for a valet service.



ODOUR ELIMINATOR

Even with the extreme evolution of cars over the past couple of decades, the lingering smell of foul odours is still a major annoyance to drivers and passengers alike. By making use of a specialised treatment, our expert technicians can eliminate unwanted odours.

What odours can be removed?

Our specialised system can remove odours caused by pets, tobacco and mouldiness. This system is not advisable for extreme odours caused by wet carpets or upholstery, dead animals, rotten food or liquid spills. For extreme odours such as these we recommend that a full valet be performed (at your own cost). If any odours still exist after a valet is done, our Odour Eliminator is advised.



HEADLIGHT RENEWAL

Rejuvenate the look of old and discoloured headlights by totally eliminating dull and foggy appearances of polycarbonate headlight lenses. This unique system allows a total rejuvenation done from the outside only in less than 30 minutes.

When can Headlight Renewal be done?

Headlight Renewal can be done on all polycarbonate headlight lenses. Glass headlight lenses cannot be renewed. Cracks and other severe damages to headlight lenses cannot be repaired under this benefit.



INTERIOR TREATMENT

Our Fabric and Leather Care Treatment makes for a perfect Interior Treatment for all conventional materials and leather interiors. The Interior Treatment will protect your vehicle's interior from damaging UV rays, material stains while conditioning and moisturising your vehicle's interior. This is not a valet service and is only intended to protect and condition the interior of your vehicle. Please keep in mind that upholstery should be clean in order for us to apply a Fabric or Leather Care Treatment. We recommend that an Interior Treatment be done when buying a vehicle and after a valet.



AIR CONDITIONING TREATMENT

Through regular use of the Air Conditioning system in your vehicle over a period of time, a build-up of harmful bacteria and fungi is a very common occurrence. Our Air Conditioning Treatment will completely eliminate this. Please remember that this treatment does not include re-gassing service.



AUTO BODY REPAIR CENTRE VISIT

To further assist our valuable clients, we are proud to introduce this unique product option.

This option provides a value-added benefit which allows for 1 (one) visit to the value of R 2,500 (incl. VAT) per annum to an RMI and SAMBRA approved Auto Body Repair Centre. This benefit will include body line damages such as scratches, dents and chips that do not fall within the specifications. Damages will be covered up to the value as set out in the Limits section. If the damage exceeds the amount specified in the Limits section, it will not be covered by this policy. No excess payment will be required.

Exclusions

Maximum limit of 150mm in diameter for dents, scratches and scuffs. No replacement parts, no two-panel repair and no blending.

This benefit will explicitly exclude any repairs to trimmings, decals and/or any replacement parts.



MAG WHEEL & WHEELCAP REPAIRS

With the deteriorated road conditions, South African road users are more frequently experiencing damage to their mags and wheel caps.

BMS allows an annual Mag Wheel and Wheel Cap Repair to the maximum value of R 800 (incl. VAT). If the damage exceeds the amount specified in the Limits section, it will not be covered by this policy.

This benefit covers Balancing, Tubeless Valves and refitment. Re-alignment and damage to the tyre itself is not covered.

Please provide us with two quotations for the repair work.