

General Terms and Conditions for the sale of Service Inclusive packages in the BMW ConnectedDrive Store.

1. About Us and These Terms

1.1. We are BMW (UK) Limited, a company registered in England and Wales with company registration number 01378137.

1.2. We use trading styles that include BMW and BMW UK.

1.3. Our registered office is at Summit One, Summit Avenue, Farnborough, Hampshire, GU14 0FB.

1.4. In these terms:

- 'we', 'us' or 'our' means BMW (UK) Limited,
- 'you' or 'your' means the person ordering the Service Inclusive Package.

1.5. These terms and conditions apply to the sale of Service Inclusive packages to you via the BMW ConnectedDrive Store (available at: [<https://www.bmw.co.uk/en/topics/owners/bmw-connecteddrive/legal-information.html>]) by BMW UK ("Terms") in the version current at the time of the sales contract.

1.6. In addition to these Terms, the BMW ConnectedDrive Store Terms and Conditions, available at [Legal Information | BMW ConnectedDrive | BMW UK] shall apply.

1.7. If there are any inconsistencies, these Terms will apply.

2. Offer and Conclusion of Contract

2.1. You have the option to purchase Service Inclusive packages detailed in the BMW Connected Store under: Service Inclusive.

2.2. The Service Inclusive packages include certain service and maintenance work to which you are entitled during the selected term.

2.3. Details of the available Service Inclusive packages and the runtime-mileage combinations can be found in the BMW Connected Store.

2.4. The Service Inclusive packages displayed in the BMW Connected Store and indicated as available constitute an offer by BMW which you can accept at the specified fixed price.

2.5. You can select a Service Inclusive package in the BMW Connected Store with the desired runtime-mileage combination under "Service Inclusive".

2.6. You can initiate the order process by clicking the button "book now" for the selected Service Inclusive package.

2.7. You have to register with "My BMW" with a valid address and payment information before you can place an order.

2.8. Once you are registered at "My BMW" and have entered a valid address and payment information, you will proceed to an overview page displaying the complete order with all relevant contractual data.

2.9. You have the option to check the complete data again and correct any errors.

2.10. By clicking the button "order with obligation to pay", a contract between you and BMW is concluded on these Terms.

2.11. You will receive a confirmation of the order together with a description of the purchased Service Inclusive package as well as a copy of these Terms via email.

2.12. If you are a consumer, you have a right to cancellation within 14 days (see section 7 for details).

2.13. The order is saved by us in the user account "My BMW". You can view, save and print the order there.

2.14. The purchased Service Inclusive package will be activated as soon as BMW has received your payment.

3. Availability and Term of Service Inclusive Packages

3.1. For BMW vehicles where the first service is not due yet, you can choose "Service Inclusive".

3.2. You can check the availability of the individual Service Inclusive packages for a BMW vehicle by entering the vehicle identification number in the BMW ConnectedDrive Store.

3.3 suggestion - - The individual Service Inclusive packages come with fixed terms based on the duration in months and the mileage of your vehicle in kilometres (or the equivalent in miles). Your package will expire once either the time limit or the mileage limit is reached, whichever comes first.

3.4. The “Service Inclusive” (runtime and mileage) term begins with the first registration of the vehicle:

Service Inclusive Package	Availability	Commencement of the Term
Service Inclusive	Up until the vehicle's first service is due.	Service Inclusive (runtime and mileage) begins with the first registration of the vehicle.

3.5. For example, if you purchase “Service Inclusive” in December 2024 for a BMW vehicle initially registered on 10th October 2024 for a term of 3 years / 40,000 km (or miles equivalent), the term of the Service Inclusive package begins on 10th October 2024 and ends on 9th October 2027 or on the day on which the vehicle reaches a mileage of 40,000 km (or miles equivalent), whichever occurs first.

3.6. Upon expiry of the chosen term in years or mileage in km (or miles equivalent) (whichever occurs first), your entitlement to the services under the Service Inclusive package ends.

3.7. You have the option to extend the term and/or mileage of the Service Inclusive package (during the term of the Service Inclusive package and up to 15 months after the end of the term).

4. Sale or Loss of Possibility to Use the Vehicle

4.1. The Service Inclusive packages are vehicle-based. They cannot be transferred to another vehicle or used for another vehicle.

4.2. If you sell the vehicle; the vehicle suffers a total loss or you can no longer use the vehicle for other reasons, you cannot claim (partial) refund of the purchase price for the Service Inclusive package.

5. Security

5.1. All information provided in the BMW Connected Store, such as credit card information, bank account information, address and e-mail address, are automatically encrypted using the Secure Sockets Layer Protocol (SSL). SSL is the industry standard for transferring sensitive data over the Internet.

6. Prices and Payment Terms

6.1. The purchase prices shall be determined according to the prices valid at the time of the order as specified in the BMW Connected Store.

6.2. All prices are indicated in GBP (£) and include VAT.

7. Redemption of Service Inclusive Packages; Scope of Services

7.1. You can redeem the Service Inclusive packages at all participating BMW service partners worldwide.

7.2. Further information on the participating BMW service partners is available at [<https://www.bmw.co.uk/en/footer/contact/find-a-bmw-centre.html>].

7.3. You are entitled to any services included in your Service Inclusive package, regardless of how often services are due during the term.

7.4. You can only request Service Inclusive services if the intelligent maintenance system (Condition Based Service / CBS) in the vehicle indicates the service requirement.

7.5. "Service Inclusive" consists of the following scope of work, including genuine BMW parts and oil used to provide the services:

BMW ICE (Internal Combustion Engine):

- Engine oil service
- Service Top-Ups (Engine Oil)
- Service vehicle check in accordance with BMW guidelines
- Service air filter
- Service fuel filter (Diesel)
- Service micro filter
- Service spark plugs (gasoline)
- Service brake fluids

BMW BEV (Battery Electric Vehicle):

- Service vehicle check in accordance with BMW guidelines
- Service micro filter

- Service brake fluids

BMW PHEV (Plug-in Hybrid Electric Vehicle):

- Engine oil service
- Service Top-Ups (Engine Oil)
- Service vehicle check in accordance with BMW guidelines
- Service fuel filter (Diesel)
- Service micro filter
- Service spark plugs (Petrol)
- Service air filter
- Service spark plugs
- Service brake fluids

7.6. You are not entitled to the services if:

- (i) the vehicle has not been operated properly,
- (ii) the vehicle has been overstressed (e.g. due to use in motorsport competitions), and/or
- (iii) The maintenance intervals displayed in the vehicle (for Engine Oil, Air Filter, Fuel Filter, Microfilter, Spark Plugs, Brake fluid and Vehicle Check Service) are not showing as due.

8. Right of Cancellation for Consumers

8.1. If you are a consumer, you have the right, within fourteen days after this contract is entered into, to cancel this contract without giving reasons.

8.2. In order to exercise your right of cancellation you must inform us (BMW UK, BMW Customer Information Centre: Concentrix, Adwick Park, Manvers, Rotherham, S63 5NA. e-mail: bmwconnecteddrive@bmw.co.uk) by means of a clear statement (e.g. a letter sent by post or e-mail) of your decision to cancel this contract. You can use the model cancellation form below for this purpose, but this is not mandatory.

8.3. Consequences of Cancellation:

8.4. If you cancel this contract, we will reimburse you for all payments we have received from you, including delivery charges (except for additional charges resulting from your choosing a different method of delivery from the cheapest standard delivery offered by us), immediately and no later than fourteen days from the date we receive notification of your cancellation of this contract.

8.5. We will use the same means of payment for this refund as you used for the original transaction, unless expressly agreed otherwise with you; in no event will you be charged for this refund.

8.6. If you have requested that the services commence during the cancellation period, you will pay us a reasonable amount corresponding to the proportion of the services already provided by the time you inform us of the exercise of the right of cancellation compared to the total amount of services provided for in the contract.

9. Cancellation Form:

9.1. If you want to cancel the contract, please fill out this form and return it.

9.2. To: BMW UK, BMW Customer Information Centre: Concentrix, Adwick Park, Manvers, Rotherham, S63 5NA. e-mail: bmwconnecteddrive@bmw.co.uk

- I/we (*) hereby give notice to cancel the Contract for the supply of the following services
- Ordered on (*)/received on (*)
- Name of the consumer(s)
- Address of the consumer(s)
- Signature of the consumer(s) (only in case of communication on paper)
- Date
- (*) Delete as applicable

10. Liability

10.1. If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable.

10.2. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you told us about it during the sales process.

10.3. We are not responsible for any delays in delivery or performance that are outside of our reasonable control.

10.4. We do not exclude or limit in any way our liability to you where it would be unlawful to do so including under the Consumer Protection Act 1987. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the vehicle and for a defective vehicle under the Consumer Rights Act 2015.

11. Customer Service

11.1. The BMW Customer Service is available via email at [bmwconnecteddrive@bmw.co.uk].

11.2. The BMW Connected Store Hotline can be contacted by phone Monday to Sunday from 8am until 8 pm at [+44 (0) 800 3256 000].