



# TERMS AND CONDITIONS WARRANTY BOOKLET.

**MINI NEXT.**  
APPROVED USED MINI.



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# MINI NEXT.

The MINI NEXT Programme is contained in this handbook. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This MINI NEXT Programme applies in addition to any statutory rights or remedies that you may have, including under the Australian Consumer Law. This warranty does not exclude, restrict, limit or modify those rights or remedies, except to the extent that their application may be lawfully excluded, restricted, limited or modified.

Repairs conducted on a vehicle may result in the loss of user generated data electronically stored within the vehicle such as data, songs or files stored on the vehicle's hard drive. You are advised to retain a copy of such material in an alternative media before delivering the vehicle for any repair.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

MINI NEXT is a programme provided by BMW Australia Ltd  
ABN 11 004 675

129 ("MINI") for qualifying used MINI vehicles purchased from the authorised MINI dealer network ("Vehicle"). These Terms and Conditions apply to Vehicles purchased on or after 1 January 2012. The benefits of MINI NEXT include (i) MINI NEXT Warranty; (ii) complimentary MINI NEXT Scheduled Servicing; and (iii) complimentary MINI Roadside Assistance & Accident Management. Limitations apply. Full terms and conditions are outlined below. Please consult your authorised MINI dealer for further details.

The MINI NEXT Warranty and MINI NEXT Scheduled Servicing are limited to the Vehicle and the owner identified in the MINI NEXT Certificate ("Owner" or "you") and are not transferable upon the sale of the Vehicle or to any other vehicle. Therefore, on the sale of the Vehicle, only the benefits of the MINI Roadside Assistance & Accident Management will transfer to the new owner. No refunds are payable in the case of the cancellation of any benefit provided under MINI NEXT.

You may, at your cost, and subject to conditions determined by MINI from time to time but otherwise on the same terms and conditions as set out herein, extend the period of cover in respect of all benefits collectively (and not individually) from the expiry of the initial period of cover provided by MINI as part of MINI NEXT as follows provided that you have purchased the relevant extension on the date of purchase of the Vehicle from the authorised MINI dealer. It will not be possible for you to apply for an extension of the period of cover after the date of purchase of the Vehicle from the authorised MINI dealer.

(a) For all MINI models: an additional 12 or 24 months, provided that the period of cover cannot be extended beyond 6 years from the date of first registration of the Vehicle.

# 1.0 MINI NEXT WARRANTY.

## 1.1 INTRODUCTION.

MINI warrants that in respect of each Vehicle sold by an authorised MINI dealer as a MINI NEXT used vehicle it will repair or replace, free of charge any part of the Vehicle that is found to be defective in materials or workmanship during the Warranty Period (as confirmed by an authorised MINI dealer), subject to these Terms and Conditions including but not limited to the exclusions and limitations set out in sections 1.3, 1.4 and 1.5.

The “Warranty Period” commences on the date of purchase of the Vehicle from the authorised MINI dealer and continues for the following period without distance stipulation:

(a) For all MINI models 12 months. In some limited instances, a balance of the MINI (New Vehicle) Supplementary Warranty may apply. Please refer to your MINI Supplementary Warranty Booklet for full details. The MINI NEXT Warranty does not limit the operation of the MINI (New Vehicle) Supplementary Warranty.

All repairs and/or replacements performed under MINI NEXT Warranty must be carried out by or through an authorised MINI dealer for that repair or replacement to be covered under the MINI NEXT Warranty.

All displaced parts replaced under the MINI NEXT Warranty remain the property of MINI.

## 1.2 MAKING A CLAIM UNDER THIS MINI NEXT WARRANTY.

All repairs and/or replacements performed under this MINI NEXT Warranty will be free of charge and must be carried out by or through an authorised MINI dealer for that repair or replacement to be covered under this MINI Supplementary Warranty.

You should firstly contact the Service Manager of your selling authorised MINI dealer and follow instructions given. If you are in transit at the time, you should contact the Service Manager of the closest authorised MINI dealer. All valid warranty claims will be processed directly by the authorised MINI dealer. Where necessary, additional support is available from MINI.

The MINI NEXT Warranty is given by:

BMW Australia Ltd  
ACN 004 675 129  
783 Springvale Road  
(PO Box 745) Mulgrave, VICTORIA 3170  
Freecall: 1800 813 299  
Facsimile: 1800 350 528  
Email: [info@MINI.com.au](mailto:info@MINI.com.au)

## 1.3 SPECIFIC WARRANTY EXCLUSIONS.

The MINI NEXT Warranty does not cover the following items but note that, as set out above, the conditions of this MINI NEXT Warranty 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 this MINI NEXT Warranty.

COMPONENT	EXCLUSIONS
Braking system	Brake pads, discs, lines, drums, callipers and any form of adjustment or repair work.
Chassis and body equipment	Paintwork damage, rust, glass, windows, convertible top material and frame, chrome parts, general seals, door seals, seat rails, seat belts, decorative strips and door handles. All other items within the Vehicle that are the subject of wear and/or discolouration such as seat covers, carpets, door trims etc
Clutch	Linkages, burnt out parts, clutch linings, thrust & throw out bearings and any damage due to wear and tear or driver error.
Comfort electrics	Sun shades, roller blinds, lumbar support, batteries, mobile phone handset and the speakers of the Vehicle's audio system. Loose connections, faded buttons and other wear and tear items, software updates and telecommunication system upgrades. Television screens, monitors and instrument clusters with less than nine missing pixels. Reversing camera and navigation system not factory fitted. Key set and ignition barrel.
Cooling system	Repair work due to clogging or sedimentation, thermostats, radiator cap, gaskets, system hoses & fittings and topping up of the cooling system itself. Overheating – There are a number of telltale warning devices within all MINI vehicles. These systems alert drivers of impending break down due to overheating of the cooling system. The Vehicle's temperature gauge along with the coolant level indicator must not be ignored. Any claims for overheating related issues will not be accepted if the advice provided by this instrumentation has been disregarded.
Drive-line	Wheel bearings if there is evidence of impact damage, gaskets, rubber compound parts and constant velocity boots all of which are considered maintenance items.
Electrical system – including starter motor, fan unit, lighting system and alternator	Batteries, all bulbs (except Xenon and LED bulbs), spark plugs, windscreen washer system, wiring that has become loose, lost contact or burnt out.

Engine including cylinder head	All gaskets including rocker cover and sump, O-rings, rubber compound parts, engine mounts, (PCV) crankcase ventilating valve and (DISA) flap/sliding sleeve. The only exception is the cylinder head gasket which is covered under the MINI NEXT warranty.
Exhaust system	All under carriage impact damage.
Fuel system	Injectors, linkages, cables and any repair work due to pollution with the exhaust system.
Fuel system	Injectors, linkages, cables and any repair work due to pollution with the exhaust system.
Heating and air conditioning systems	The removal of any air-conditioning odour, re-gassing, gaskets and O-rings.
Transmission, transfer case, DKG and rear axle	External linkages, gaskets, seals and rubber components. The MINI NEXT Warranty cover will not replace parts for simple noise related issues.
Safety system including air bags	Activation and de-activation of airbag system and damaged seat belt fabric which is frayed, worn or has been the subject of external influence.
Self-levelling suspension (including air suspension)	Pipes, linkages, standard shock absorbers and mounts.
Steering and suspension	Power steering belts, external linkages, joints, hoses, bushes, seals, front and rear shock absorber mounts, rubber compound parts and swivel pins. Shock absorbers and coils springs. Any adjustment repair work required to align or remove noise related issues.
Consumable materials	Consumable materials utilised during normal maintenance services are excluded such as engine oil, coolant; A/C gas, brake fluid etc.
Wheels and tyres	All repairs or replacement of wheels and tyres.
Programming	Programming of the Vehicle or software updating which are not a direct result of a part which is defective in materials or workmanship.

## 1.4 SERVICING YOUR VEHICLE.

Please make sure that you understand the correct service schedule recommended for your Vehicle. If in doubt, check with your authorised MINI dealer.

To comply with the conditions of the MINI NEXT Warranty, the Vehicle must be serviced in accordance with MINI's requirements. You may have the service work performed by an outlet not authorised by MINI. However, MINI can only recommend authorised MINI dealers, as it has control of the equipment,

spare parts and training standards of those dealers. Therefore, the MINI NEXT Warranty will not cover a claim to the extent to which it has been caused by poor servicing performed by an outlet not authorised by MINI.

Please ensure that the Vehicle Service Booklet is stamped and dated with the correct kilometres by the servicing dealer.

## 1.5 OTHER EXCLUSIONS AND LIMITATIONS.

As set out above, the conditions of this MINI NEXT Warranty 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 this warranty.

The total liability of MINI under the MINI NEXT Warranty in respect of all claims relating to a Vehicle is limited in aggregate to the purchase price paid by the Owner to the authorised MINI dealer for the Vehicle.

The MINI NEXT Warranty is not designed to restore Vehicles to new car condition. Parts such as worn piston rings or a noisy final drive, which become apparent after the purchase of the Vehicle, are not covered by the MINI NEXT Warranty.

There are certain parts on the Vehicle that require periodic cleaning or adjustment. This maintenance related repair work is regarded as part of the Owner's ongoing expense to keep the Vehicle safe on the road.

The MINI NEXT Warranty does not include compensation for progressive normal wear and tear which is commensurate with the kilometres covered. Nor is there an allowance for improvements to the Vehicle.

The MINI NEXT Warranty does not cover loss, damage or defects which arise from or are caused by accident, fire, flood, Acts of God, war, acts of terrorism or any other cause beyond the reasonable control of MINI, or caused by misfueling, water entry, abuse, misuse, negligence or exceeding any of the manufacturer's specified maximum speeds, revolutions or load capacities.

MINI accepts no responsibility or liability relating to any user or third party if alterations to the Vehicle are effected which are not approved by MINI.

In addition, the MINI NEXT Warranty does not cover:

- Defects which, in MINI's reasonable opinion, are a result of the Vehicle not properly and reasonably being used in accordance with normal expectations considering its design.
- Normal "wear and tear" parts (including but not limited to brake pads, brake discs, clutch linings, spark plugs, wiper blades, filters, oil seals, corroded mufflers, replacing windscreens due to sand blasting effects, stone chips and tyres) which are considered to be regular replacement parts.
- Normal maintenance or other adjustments which become necessary throughout the life of the Vehicle, or adjustments which may become necessary due to abnormal usage.

- Labour, parts and service items (including but not limited to lubricants, oils, gaskets, wheel balancing and wheel alignment) utilised during normal maintenance services;
- Non-MINI supplied options, parts, accessories and/or other items fitted to the Vehicle at any time.
- Any defect to any non-genuine part or accessory and any loss, damage or defect to the Vehicle which arises from or is caused by any non-genuine part or accessory.
- Any loss where the odometer has been tampered with, altered or disconnected.
- Repairs or replacements or other work undertaken by persons other than an authorised MINI dealer.
- Vehicles used for hire or reward (including but not limited to limousines), self-drive hire, driving schools or any form of instruction, or Vehicles used in any sort of competition, rally or racing of any kind.
- Rectification of normal wear and tear items such as any trim item (including but not limited to seat covers, door trims, soft-top/convertible roof, trim covers, carpets, edge protectors, door seals and windscreen moulds), chrome and seals, which is apparent at the time the Vehicle was purchased or becomes apparent during the Warranty Period.

- Any claim arising from damage as a result of continued operation of the Vehicle or part after it has become or ought to have become apparent to the driver that some fault exists in the Vehicle.
- Rattles, squeaks and adjustments.
- Any under carriage impact damage.
- Modifications or adjustments which may be required due to alterations in local legislation or conditions after the original registration of the Vehicle.
- Repairs necessary as a result of interference from [high frequency radio signals
- Vehicles not imported into Australia by MINI as new.

All work carried out which is specifically excluded from the MINI NEXT Warranty and is not recoverable under statutory rights and remedies, including the Australian Consumer Law is chargeable to the Owner.

# 2.0 MINI NEXT SCHEDULED SERVICING.

## 2.1 INTRODUCTION.

Under MINI NEXT Scheduled Servicing MINI provides the following benefits:

For all MINI models there are no scheduled servicing costs for the first 12 months or 25,000 kilometres, whichever comes first. If the Vehicle has not required a scheduled oil service during this period, MINI will honour your next scheduled service for the Vehicle after the expiry of this period.

The obligations of mini under MINI NEXT Scheduled Servicing commence on the date of purchase of the Vehicle from the authorised MINI dealer and shall continue until the occurrence of the earliest of the closing date or the closing kilometres for the nominated vehicle.

If you elect to extend the period of cover of MINI NEXT in accordance with these Terms and Conditions the MINI NEXT Scheduled Servicing component will apply as follows:

(a) For a 12 month extension, there are no scheduled servicing costs for 24 months or 50,000kms, whichever occurs first.

(b) For a 24 month extension, there are no scheduled servicing costs for 36 months or 75,000kms, whichever occurs first.

The cost of parts and labour for all recommended oil services and inspections, as listed on the relevant inspection sheets and included in the MINI Owner's Service Booklet, are covered. The cost of normal wear and tear items such as brake pads, brake discs, wiper blades and any other parts will be charged additionally to the Owner's account.

### Vehicle Checks.

Vehicles manufactured from September 2008 will have a Vehicle Check incorporated in the vehicle's Condition Based Servicing system. The vehicle check requires the Vehicle to be returned to an authorised MINI dealer once per annum for a routine inspection. For MINI NEXT vehicles, the cost of the vehicle check is covered under the MINI NEXT programme during the policy period.

## 2.2 SCHEDULED SERVICING CONDITIONS.

### Scheduled Servicing.

1. MINI vehicles use one of two systems to determine when a service falls due - Condition Based Servicing and Service Interval Indicator - both of which measure time, kilometres travelled and vehicle usage to determine the frequency of the scheduled servicing. At intervals indicated by the relevant system installed in the Vehicle or otherwise as MINI deems necessary, you shall be entitled to arrange for an authorised MINI dealer to carry out the following scheduled service work in relation to the Vehicle:

- (a) Service work stipulated by MINI in the MINI Owner's Service Booklet and applicable to the Vehicle including the supply or replacement of necessary parts and lubricants; and
- (b) Preventative treatment as MINI considers necessary.

2. MINI's obligations under MINI NEXT Scheduled Servicing are conditional upon the maintenance by you of an accurate record of the distance travelled by the Vehicle and production of such record to MINI when required.

3. MINI's obligations under MINI NEXT Scheduled Servicing shall not include:

- (a) repairs resulting from normal wear and tear to the Vehicle, such as brake pads and brake discs which will be charged to the Owner;
- (b) replacement of tyres;
- (c) repairs necessary due to damaged glass, panels or paint work, including rust or corrosion;

- (d) special preparation for or restoration after long-term storage;
- (e) repairs by persons other than an authorised MINI dealer;
- (f) effecting or repairing alterations or modifications to the Vehicle;
- (g) work necessary due to water entry, negligence, accidental or intentional damage or abuse, or due to exceeding any of the manufacturer's specified maximum speeds, revolutions or load capacities;
- (h) Vehicle recovery, towing or other related travel costs (this may be covered by the applicable Roadside Assistance Programme); and

- (i) work involved in daily or other regular checks to the Vehicle, (other than the vehicle check referred to in section 2.1)

As set out above, the conditions of the MINI NEXT Scheduled Servicing 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 this warranty.

4. In exceptional cases where it is impractical for an authorised MINI dealer to carry out the required work, special provisions may be made by prior arrangement with MINI. Where MINI authorises emergency repairs by an unauthorised MINI dealer, MINI will reimburse the Owner for the cost of approved repairs on receipt of the relevant invoice.

## 2.3 YOUR OBLIGATIONS.

You must take all reasonable steps to make the Vehicle available to the nominated authorised MINI dealer during normal working hours at or before the relevant service interval specified by the Condition Based Servicing or Service Interval Indicator of the Vehicle, as appropriate, so that the relevant scheduled servicing can be performed. You must comply with the instructions in the MINI Owner's Service Booklet and take steps to minimise any Vehicle damage in the event of Vehicle defect or failure.

# 3.0 MINI ROADSIDE ASSISTANCE & ACCIDENT MANAGEMENT.

The conditions of the MINI Roadside Assistance & Accident Management 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 this warranty.

## 3.1 INTRODUCTION.

All MINI models purchased under MINI NEXT receive 12 months complimentary MINI Roadside Assistance and Accident Management.

## 3.2 WHAT TO DO WHEN YOU NEED ASSISTANCE.

Should you require assistance, call the MINI Roadside Assistance toll free number, 1800 808 111.

Please have the following information available for the Customer Service Assistant who will answer your call:

- Your name.
- Your MINI registration number.
- Your MINI Service Card number
- The model and colour of the Vehicle.
- A description of the problem.
- If possible, a telephone number where you can be contacted.
- The exact location of your MINI.

Your Customer Service Assistant will be able to mobilise the necessary assistance which may include:

- Roadside assistance.
- Towing to an authorised MINI Garage or authorised repairer.
- Onward travel.
- Hotel accommodation.
- Car hire.

Please do not make your own vehicle assistance arrangements through a third party, as MINI may not be able to reimburse any costs incurred.

## 3.3 STAY WITH YOUR VEHICLE.

Once assistance has been called, it is vital that your Vehicle is attended. Should MINI Roadside Assistance arrive at your Vehicle, and it is unattended, then work cannot be carried out be required for any subsequent call-outs to assist with the incident.

## 3.4 THE COVER PROVIDED UNDER MINI ROADSIDE ASSISTANCE.

### **Mechanical Assistance.**

Should the Vehicle be immobilised, temporary adjustments to your MINI which can be performed on the spot, will be made to ensure that you and your Vehicle are back on the road as soon as possible.

### **Non-Mechanical Assistance.**

Assistance will also be provided in non-mechanical related incidents including tyre change, flat battery, out of fuel and lockouts.

### **Theft.**

In the event that the Vehicle is stolen, MINI Roadside Assistance can arrange alternative transport to get you home. Note that in such cases costs of towing, alternative transport or accommodation are normally covered by your insurer and as such, are not covered by MINI Roadside Assistance.

### **Vehicle Transport.**

Should the Vehicle be immobilised as a result of a breakdown, vehicle transport will be provided to deliver your Vehicle to:

In major metropolitan areas, the Authorised MINI Garage of your choice (provided it is within 40kms from the point of breakdown);

or

The closest Authorised MINI Dealer or authorised repairer.

For breakdowns which occur after-hours, your Vehicle will be stored at a secure facility and delivery will be made the morning of the next working day.

### **Fuel.**

In the event that you run out of fuel, MINI Roadside Assistance will supply, free of charge, sufficient fuel to get you to the next refuelling point.

### **Lock Out.**

If your keys have been locked in the Vehicle or lost, MINI Roadside Assistance will, upon provision of adequate proof of ownership, provide emergency assistance as follows:

- locate and deliver your spare key, or arrange for you to retrieve your spare key if more practical.
- if an emergency situation arises, or you insist that the Vehicle is accessed, and it is necessary to gain urgent access to the Vehicle, MINI Roadside Assistance will attempt to gain access by other means, but only after provision of your written consent. Whilst all care will be taken, MINI Roadside Assistance will not be held responsible for any damage incurred or resultant repair costs. Additional conditions may apply. A limit of \$150 (incl. GST) applies to this service.

### **Legal Advice.**

Telephone Legal Advice is available 24 hours a day in relation to any matter involving the ownership or use of the Vehicle. Advice does not extend to preparation of briefs or personal interviews.

### **Medical Advice.**

Medical advice is available 24 hours a day to drivers and/or passengers and may include medical advice, contact with doctors and/or emergency services, and arrangement of transport with escort if necessary. Any costs associated with treatment or transport are payable by you and are not covered by this programme.

### **Taxi.**

If the Vehicle cannot be mobilised due to a mechanical breakdown and must be transported to an authorised MINI dealer, alternative transportation (taxi) to the value of \$200.00 (incl. GST) will be provided to continue your journey to the nearest town or city or within the same town or city where the breakdown occurred.

**Caravan or Trailer.**

If you are travelling with a caravan or trailer, MINI Roadside Assistance will arrange for it to be towed to a safe place until you and the Vehicle are ready to resume your journey.

**Cancellation/Rebooking of Transport Arrangements.**

Following Vehicle breakdown, MINI Roadside Assistance will provide assistance with cancellation and rebooking of any pre-arranged travel arrangements, including accommodation and flight reservations. Costs associated with rebooking or cancellation of travel plans will be at your expense.

**Accommodation**

Accommodation will be provided for up to four nights to a total maximum value of \$200 (incl. GST) per person per night should you decide to remain with your vehicle whilst it is repaired locally or if the breakdown occurs outside the hours when alternative transport could be arranged. Any amount charged in excess of this limit will be your responsibility.\* The benefit provides room only and excludes meals, phone calls, laundry, etc

**Car Rental**

Car rental may be provided in conjunction with accommodation for a maximum period of three days. Alternatively, should accommodation not be required, the car rental period can be extended to a maximum of five days. The limit for this benefit is \$1,000 (incl. GST). Fuel and other incidental costs and charges as well as fines or damage caused are not included.\*

**Vehicle Relocation**

If your Vehicle is immobilised due to mechanical breakdown and you have left your Vehicle to continue your journey, once it is repaired, your Vehicle will be delivered to you at your home or intended destination (whichever is the nearest).\* Where appropriate, the drive may be supplied with transport to collect the repaired Vehicle from the authorised MINI dealer.

**Alternative Transport Assistance**

Should hotel accommodation or a rental vehicle be unavailable\*, alternative transport will be provided for the driver and up to four passengers travelling in the Vehicle to return home or to their intended destination to a maximum of \$300.00 (incl. GST). Any amounts charged in excess of this limit is at your expense.

**Emergency Parts**

If you have decided to have the Vehicle repaired locally rather than transported, and necessary spare parts are not available locally, MINI Roadside Assistance will assist in locating and transferring the parts to the repairer. All costs associated with the spare parts, delivery and repair of your Vehicle is your responsibility.\*

\*MINI Roadside Assistance cover for Accommodation, Car rental, Vehicle relocation, Alternative Transport Assistance and Emergency Parts entitlements only comes into effect where a breakdown occurs more than 70kms from your home and the Vehicle is expected to be immobilised for a period longer than 24 hours. Accommodation and car rental benefits cease once the Vehicle has been repaired.

## 3.5 MINI ACCIDENT MANAGEMENT.

MINI Accident Management is available if you have an accident. Should you require assistance call the MINI Accident Management toll free number, 1800 808 111 to report the incident and record the details.

MINI Accident Management includes the following:

### **Medical Advice & Referral.**

MINI Accident Management provides you and your passengers with telephone access to emergency medical advice at the scene of an accident. Please note: all costs associated with this service are your responsibility.

### **Accident Assist at the Scene of the Accident.**

In the case of an accident, MINI Accident Management will provide the following services where required:

- Arrange attendance of relevant emergency services  
Ambulance, Police, Fire Brigade.
- Advise you not to admit liability.
- Advise you to obtain third party details.
- Advise you to obtain the details of any independent witnesses.
- Advise you if police should be called.
- Advise you to verify by sighting and obtain relevant parties' driver's licence details.
- Message Relay to your family, friends or work colleagues to advise of any delays or medical injuries.

### **Accommodation or Rental Car Assistance.**

Should you or your passengers require emergency accommodation or a rental car, MINI Accident Management will endeavour to arrange this at corporate rates. Costs incurred will remain your responsibility, but may be claimable from your insurance company.

### **Taxi.**

Where a taxi is needed after an accident and your insurance company doesn't provide the service, MINI Accident Management will arrange for one to a maximum limit of \$200.00 (incl. GST).

### **Accident Claim Form Assistance.**

MINI Accident Management will help you to complete accident claim forms and, where possible, arrange for claim forms to be forwarded to you.

### **Accident Towing.**

MINI Accident Management will coordinate the towing of your Vehicle to an Authorised Servicing Dealer or Approved Repairer. While this service is at your expense, MINI Accident Management will assist in claiming towing charges back through your insurance company.

### **Accident Quotation Assistance.**

MINI Accident Management will coordinate and follow up with the Authorised Servicing Dealer or Approved Repairer regarding quoting of vehicle damage. A second quote can also be arranged where necessary. Services are provided during business hours, Monday to Friday, EST.

### **Accident Assessment Assistance.**

The assessment and final approval of quotes by your insurance company will be co-ordinated by MINI Accident Management. You will be kept up to date with progress. Services are provided during business hours, Monday to Friday, EST.

#### **Accident Repairer Follow Up.**

MINI Accident Management will communicate with the authorised servicing dealer or accredited body repairer to establish an estimated date of completion for all repairs and then see the process through. If repairs become delayed due to any unforeseen issues (including but not limited to parts delay), MINI Accident Management will let you know and stay in contact with everyone concerned. MINI Accident Management will be in touch to ensure that you are satisfied with the repairs and condition of the Vehicle. If there are any problems, MINI Accident Management liaises with the insurance company or repairer to ensure they are resolved as soon as possible.

#### **Cancellation/Rebooking Travel Arrangements.**

In the case of travel plans being interrupted due to an accident, MINI Accident Management will contact the relevant people to cancel or rebook your travel, arrange alternative transport and relocation of the Vehicle once repaired. Please note: any costs associated with rebooking or cancellation of travel plans will be at your expense.

## **3.6 TRANSFER OF COVER.**

MINI Roadside Assistance & Accident Management is fully transferable between owners at any time during the period of cover. However, no refunds will be provided for cancellation of benefit. MINI must be notified of the transfer. Contact details below:

BMW Group Australia  
Customer Interaction Centre  
**Fax:** 1800 350 528  
**Phone:** 1800 813 299

#### **Rental Car Arrangements.**

MINI Accident Management will be happy to arrange a rental car upon request. All rental and associated costs will be your responsibility. Discounted rental rates will be sought when available.

#### **General.**

All costs relating to parts, labour and other associated costs for towing or repair of the Vehicle involved in an accident, or attempted theft, will be your responsibility. Some of the services provided by MINI Accident Management may be limited subject to the guidelines and procedures of your insurance company and/or policy entitlements. As the insurance company is the ultimate body responsible for any damage claims, MINI Accident Management will adhere to any instructions or directions they provide.

Please note: in certain areas within Australia, local government authorities manage all accident towing contractors via Accident Allocation Centres (AAC). Within such areas MINI Accident Management is unable to arrange the attendance of its own accident towing companies and is required by law to contact the AAC to arrange all accident towing. MINI Accident Management Assistance Services do not extend to insurance policy interpretation or application.

## 3.7 MINI ROADSIDE ASSISTANCE & ACCIDENT MANAGEMENT CONDITIONS.

Any roadside assistance required as a result of driving on a racetrack, competing in organized road/off road rallies, inappropriate use, incorrect repair or faulty workmanship on the Vehicle by a non-Authorised MINI dealer, or directly due to the fitment of non-genuine parts and/or accessories; will be coordinated by MINI Roadside Assistance & Accident Management; however, all costs will be your responsibility. To be eligible for MINI Roadside Assistance & Accident Management, the Vehicle must be well maintained and of sound mechanical and roadworthy condition. If you have any doubt of the condition of the Vehicle, please do not hesitate to contact your local authorised MINI dealer, who will arrange an inspection. Some services are excluded from the cover of MINI Roadside Assistance & Accident Management, and these are listed below:

- Costs of repairs other than provision of fuel and mechanical assistance.
- Any rental vehicle cost which would normally be payable by you, such as security deposit, excess kilometres, petrol and toll charges, or accident excess in the event that the hire car (if provided under the policy) is involved in an accident.
- In the interests of providing a quality service, MINI Roadside Assistance & Accident Management reserves the right to amend or withdraw service where utilisation is excessive due to the lack of regular and preventative maintenance by you or failure to rectify any recurring fault by you.

Whilst all care will be taken, MINI Roadside Assistance & Accident Management will not cover, and MINI, and any service provider of MINI Roadside Assistance & Accident Management will not be responsible for, any damage incurred or resultant repair costs which is not caused by act or negligence of any of those parties.

### **Important Information.**

MINI Roadside Assistance & Accident Management is offered by BMW Australia Ltd ABN 11 004 675 129. MINI Roadside Assistance & Accident Management service is provided by AGA Assistance Australia Pty Ltd trading as Allianz Global Assistance ABN 52 097 227 177.

The information outlined here was correct at the time of printing but is subject to changes at any time and without notice.



[MINI.COM.AU](http://MINI.COM.AU)