

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 scuffmarks or any series of scratches can be undertaken.

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.

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.

WINDSCREEN CRACKS AND CHIPS

How often has a stone shot onto the windscreen 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 windscreen chip as quickly as possible in order to prevent further contamination and reduce the possibility of cracks and runs.

When can we repair your windscreen?

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.

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.

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.

MAKING USE OF YOUR BENEFITS

WHEN CAN I USE MY BENEFITS?

After purchasing your CCV BMS plan, a thirty 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.

Headlights and Interior Treatments can be requested once every 12 months.

Auto Body Repair Centre Visit can be requested once every 12 months.

Magwheel / Wheel cap Repairs can be requested once every 12 months.

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 N\$ 2,500 per annum to an 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.

MAG WHEEL & WHEELCAP REPAIRS

With deteriorating road conditions, 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 N\$ 800. 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. Realignment and damage to the tyre itself is not covered. Please provide us with two quotations for the repair work.

PERIOD OF COVER

We offer the following periods of cover:

24 Months 36 Months 48 Months 60 Months 72 Months

LIMITS

Mag Wheel / Wheel Cap Repair

N\$ 800 once every 12 months from first claim for a repair that falls within the specifications.

Autobody Repair Centre Visit

N\$ 2,500 once every 12 months from first claim for a repair that falls within the specifications.

HOW TO REQUEST A SERVICE

1. Contact the CCV call centre on the toll-free number **+264 64 400 400** and provide us with your voucher number. This number is required so that we can validate your voucher and log your application.
2. Once you have logged a call with the call centre, a message with your application reference number and relevant details, will be sent to your cellphone.
3. Message or email photos of each of the damages to the contact details provided, using the application reference number as the subject. This will ensure your application can be assessed and processed efficiently.
4. Once your application has been assessed, you will be sent a message to notify you of whether your application was approved or declined.

FOR ALL MOBILE REPAIRS

5. On approval of your application, CCV will contact you to set up an appointment for your vehicle to be repaired at the premises of your choice.

FOR AUTO BODY / MAG WHEEL & WHEEL CAP REPAIRS

6. On approval of your application, CCV will refer you to an accredited repairer to obtain two quotations.
7. Message or email the two quotations to the contact details provided, using the application reference number as the subject line. This will ensure your application 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 repairs to commence.

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 +264 64 400 400 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. CCV strives to service all customers in the shortest possible time and cannot be held liable for damage that extend beyond the specifications from the date of appointment to the service date, especially damage to windscreens.
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. **CSI (Customer Service Index):** It is expected from all mobile serviced customers to complete and sign a CSI document provided by the technician. This document is used to improve our service levels and give regular feedback to all role players.
6. **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.
7. **Fees:** The single payment you must pay us for benefits under the Car Care Voucher.
8. **Fee Payment:** All fees are payable in advance and must be paid upfront on inception of the voucher.
9. **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.
10. **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, if no service request was logged, after deducting a N\$ 500.00 cancellation fee or N\$ 3,000 for every service request logged. If the maintenance plan was financed, the pro-rata refund will be credited to your credit agreement.
11. **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.
12. **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)
13. **Transfer of Voucher:** The voucher is non-transferable.
14. **Taxes:** All fees payable are inclusive of all taxes at the current ruling rate.
15. **Territorial Limits:** Benefits are limited to Namibia. The voucher is subject to Namibian Law and any payment shall be in Namibian currency.
16. **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.
17. **You, your:** The person or entity named in the application form.

CONTACT US

Office: +264 64 400 400
Email: info@ccv.com.na
Web: www.ccv.com.na

