

Cooper Durham  
Accident Aftercare

**BMW Approved  
Bodyshop**



We hope you'll never need this  
but if you do then we're here to help

# Cooper Durham Accident Aftercare

We never forget the trust you placed in us when you bought your vehicle, our complimentary Accident Aftercare service is part of our aftersales commitment to you.

## Accident Aftercare provides you with:

- A BMW replacement vehicle during the repair process
- Assurance that your damaged vehicle will be directed to a BMW Approved Bodyshop
- Representation in dealing with insurers
- Access to professional legal advice for any uninsured loss or compensation queries
- 24/7 support, every day of the year.

## Your BMW is in safe hands.

By calling our Accident Aftercare number we'll ensure that your car goes to a BMW Approved Bodyshop guaranteeing that it receives the specialist and technical expertise that it needs and deserves.

BMW Trained Technicians understand your car's complexities and know how to repair them correctly first time. They'll always use Genuine BMW Parts and BMW approved repair methods. So you can be sure that your BMW is returned to its pre-accident condition without compromising its safety or integrity.

Your BMW is a technologically advanced and complex machine, so why leave anything to chance?

**To arrange your temporary replacement  
BMW following an accident call 0845 121 8974**



For your wallet or purse



For your windscreen



For your key ring

**For your peace of mind**

## Terms and conditions

# BMW Approved Bodyshop

### If you were not at fault for the accident

If we consider you were not at fault for the accident and there is an identifiable insured third party, give us a call and we will:

- Recover your damaged vehicle to a BMW Approved Bodyshop if it is not legally driveable;
- Oversee the management of the repairs;
- Arrange the only estimate you need to proceed with the repairs;
- Depending on your own vehicle, provide a replacement vehicle on a "like for like" or "category equivalent" basis while yours is being repaired;
- Manage the communication with the various parties in the claim, including insurance companies, third parties, witnesses etc.;
- Help you claim any "uninsured losses" – these might include an insurance policy excess, hire charges, loss of earnings, loss in value of your vehicle, compensation for personal injury etc.;
- If required for your claim, provide access to legal advice from a nationwide panel of specialist solicitors.

### If you do not qualify for the non-fault service

Even if you do not qualify for the non-fault service, give us a call after the accident and subject to the terms below, we may be able to:

- Recover your damaged vehicle to a BMW Approved Bodyshop if it is not legally driveable;
- Oversee the management of the repairs;
- Liaise with your insurance company and provide the only estimate you need to proceed with the repairs;
- Provide a replacement vehicle while yours is being repaired for up to 21 days or the duration of the repair, whichever is the shorter.

#### To qualify for this service where you are at fault for the accident:

- You must be registered for the Accident Aftercare Service;
- You must have your vehicle repaired at our BMW Approved Bodyshop;
- Your first point of contact must be using the 24/7 telephone number set out in this pack;
- You must call the 24/7 telephone number within 8 working hours of having the accident to report the fault accident and request a vehicle;
- You must arrange for comprehensive insurance for the replacement vehicle for the duration of the loan and provide evidence of the same;
- The damaged vehicle must have been roadworthy and legally driveable and must not have been driven contrary to the road traffic laws at the time of or leading up to the accident;
- The driver of the vehicle must have been legally entitled to drive the vehicle at the time of the accident.