



## Service Policies and Procedures

### Service Loaners

Ride West BMW has complimentary service loaner motorcycles available for your convenience on a first come, first served basis that can be reserved in advance while your motorcycle is being maintained. Due to the high demand and limited number of loaners we have, they must be returned the same day and refueled with a full tank of gas. Loaner vehicles returned late will be assessed a \$50.00 per day late fee. The fuel surcharge for motorcycles returned with less than a full tank is \$15.00. As a reminder, your loaner motorcycle may be a different model than your own. Our sales departments "Demos" are not available to be used as service loaners.

### Accessory Removal and Reinstallation

Accessories are a great way to personalize your BMW Motorcycle and sometimes they may need removal to perform certain maintenance procedures. The additional labor to do this is not included in the standard labor charged for most services we perform and will be automatically added to your service total. Common items requiring additional labor include (but are not limited to): Engine protection bars, valve cover guards, auxiliary lights, highway pegs, brush guards, windshields, etc., or any other accessory installed aftermarket or at the factory that may need removal and reinstallation.

### Diagnosis Time and Warranty

BMW motorcycles have the best warranty in the industry, but all warranties have certain limitations regarding warranty claims, which typically must be a defect or failure in materials and/or workmanship. There is a minimum diagnosis time of one hour billed for all repairs, including potential warranty claims. A portion of this diagnosis time may be applied to the completed repair or warranty claim if it qualifies.

### Luggage and Tank Bags

We want to make sure your visit is a good one. So, for your own security, please remove all valuables and personal items from your motorcycle. Ride West BMW Motorcycles assumes no responsibility for personal items. When possible, before bringing your motorcycle in for service, please remove your luggage and tank bag.

### Motorcycle Storage

Space is very limited in the service department so we ask that you to pick up your motorcycle the same day your service is completed (or as soon as possible). As a reminder, a daily storage fee of \$10.00 will begin accruing on your motorcycle starting the 3<sup>rd</sup> day after you have been notified that your service is completed.

### Tire Installation

We sell a lot of tires, especially during the summer months. This means our tire inventory is always fresh...unlike some of those "discount" online warehouses. When you purchase tires from us, we charge just \$10.00 per tire for installation. Tires purchased elsewhere will be charged Flat Rate time to install (usually one hour or more). There are also additional charges per tire for wheel weights (\$4.00/weight), valve stems (\$6.00/tire), shop supplies and tire disposal (\$3.00). Remember that labor on customer supplied tires to be mounted on loose wheels is \$45.00 and motorcycles with tube type tires or older airhead bikes with rear rotors require an additional 1/2 hour labor.

### Extended Service Contracts

Some motorcycles we service carry an extended service contract or aftermarket warranty. Remember that work performed under an extended service contract or extended warranty must have prior approval from the plan provider before we start working on the motorcycle. Any work not covered or that has not been approved will be the responsibility of the customer.

### Delivery and Pickup – Available October 1<sup>st</sup> to April 1<sup>st</sup> Only.

We now offer our service customers free pickup and delivery within a 25 mile radius with a minimum service bill of \$100.00. It's a great excuse to get that well needed annual service. Motorcycles must be free of major leaks and able to be rolled into our delivery vehicle. Pickups and deliveries outside the delivery area will be charged a minimum of \$50.00 each way or a minimum of \$50.00 each way plus ferry fees, if ferry transportation is involved.

### Vintage Motorcycles & Sidecars

We love sidecars and old bikes but BMW Motorcycles built before 1982 can be a bit unpredictable to service properly. For this reason we charge an additional 15% of the total labor billed to work on sidecars and these classics, and 20% for restorations, /2 era or non-running projects.