

**Mag wheel
scratches**

Scratches

Dents

Chips



STREAMLINE MAINTENANCE PLAN **TRAINING GUIDE**

This Training Guide has been designed for training with MotoVantage Staff and Finance and Insurance departments at dealer level and therefore should not be distributed to clients.

Streamline Maintenance Plan

Product Option	Term	Finance Premium incl. VAT	Commission Selling Agent incl. VAT	Commission Selling Agent %
Streamline Exterior	24	R2 950.00	R1 032.50	35%
	36	R3 950.00	R1 382.50	35%
	48	R4 950.00	R1 732.50	35%
Streamline Inside Out	24	R3 950.00	R1 382.50	35%
	36	R4 950.00	R1 732.50	35%
	48	R5 950.00	R2 082.50	35%

What's covered	Streamline Exterior	Streamline Inside Out
	Claim Limit: R4500	Claim Limit: R4500
Minor Dents	✓	✓
Scratches	✓	✓
Stone Chips	✓	✓
Wheel Rims and Mags Wheels*	✓	✓
Tar Removal	✓	✓
Centre Console Armrest		✓
Cubby		✓
Dashboard		✓
Door Grab Handles		✓
Door Panel Plastic		✓
Gear Lever Boot		✓
Gear Knob		✓
Handbrake Boot		✓
Head Rest		✓
Parcel Shelf		✓
Heel Mat		✓
Door Trim Kickplate		✓
Front Seat Rear Pockets		✓
Roof Lining**		✓
Leather Treatment		✓
Seat Panel		✓
Seat Stitch		✓
Steering Wheel		✓
Sun Visor		✓

Exterior maintenance to roof, bonnet and boot:

The roof, bonnet and boot will be Weatherproofed and disguised but damage will remain slightly visible. We cannot restore the damaged area back to its original condition but a paint touch-in will protect the area from further damage or corrosion. We apply this technique to a chip or a scratch.

* Annual repair limit of R4500.

** 1 x roof lining restoration or replacement per contract period

Service Request Rules

1. The client can accumulate small damages and the service value is limited to R4500 including Vat per visit.
2. We will take all damages into account to calculate the cost of the maintenance.
3. Existing damage cannot be carried over to a next maintenance request. If the client does not restore all the existing damage, we will reject the same damage in following requests.
4. Only maintenance listed in the guidelines will be performed.

How to Request a Maintenance Call

1. The client must ensure the damaged area falls within the guidelines of their chosen Maintenance Plan.
2. With document on hand, the client must contact our repair network on 087 312 1083.
3. The photos can be emailed to info@streamlinerepairs.co.za or sent to our WhatsApp line 060 507 9634 with the claim number or ID number to trace the claim.
4. Once Streamline has processed the maintenance request, the client will receive an SMS notification confirming the repair.
5. On approval, our administrator will contact the client to arrange the repair date.
6. The client will receive a confirmation SMS 24 hours prior to the maintenance call. Should this time no longer be convenient, it will be the clients' responsibility to reschedule.

If a Mobile Repair Unit is available in the clients' area area, we will attend to the vehicle at a location of the clients' choice. If a Mobile Repair Unit is not available, we will attend to the vehicle at one of our approved nationwide body maintenance shops.

Exclusions

We do not provide maintenance or restoration to:

- parts or damages if not listed under the Maintenance Guideline of your selected Streamline Product;
- requests that fall outside the period of this Maintenance Plan;
- vehicles not listed in the Maintenance Plan Schedule;
- replace a body panel or part of it;
- a body panel that has been ripped, torn, perforated or damaged to the structure or alignment of the panel;
- accessories, door mouldings, window mouldings, beadings, lamps of any sort or window panels;
- locks and handles;
- car radios, sound equipment or car telephones;
- tyres;
- stickers;
- damage caused by hail.

We are not responsible for:

- depreciation in value arising from maintenance;
- maintenance to vehicles which carry trade goods for commercial purposes;
- services outside the Republic of South Africa.

Cancellation

Cancellation

The client or we may cancel this Maintenance Plan any time by giving 30 days' written notice.

Maintenance Plan terminate with stolen or write off vehicle

If the vehicle indicated in this Maintenance Plan is stolen or damaged beyond repair, the Maintenance Plan will terminate on the date of such incident.

Transferring the Plan if you sell the vehicle

If the vehicle is sold, the remaining part of this Plan is non-transferable and cannot be transferred to the new owner.

