



MAG WHEEL OR WHEEL CAP COVERS:

Scratches to mag wheels & wheel caps often happen when your car's tyres accidentally scrape the curb while parking. If you have a **CCV Plus+** voucher, a CCV approved panel beater will re-spray or restore your damaged mag wheels or wheel caps as fast as you can say 'schweel'.

CCV MOBILE SERVICES



STONE CHIPS:

A stone chip is a small chip in the clear coat & top coat of a vehicle. These are usually caused by small stones while driving. Stone chips are usually very small & people tend to overlook this kind of damage. However, having stone chips repaired with the correctly matched paint can make a dramatic difference to the overall appearance & value of your vehicle. In addition, repairing stone chips can also help minimise rust.

Benefits:

- Minor stone chips that can be concealed by means of brush touch will be repaired.
- These chips will be brushed by hand to match your vehicle's existing colour.

Exclusions:

- Stone chips exceeding 5mm in diameter.
- No spray painting will be done on the vehicle.



SCRATCHES:

A scratch can be defined as a single scratch to the clear coat and top coat of a vehicle, not exceeding 75mm. All cars accumulate these accidental scratches from time to time.

Benefits:

- Minor scratches that can be concealed by means of brush touch will be repaired.
- Small surface scratches that fall within the specifications can be removed by polishing that specific area (not the entire vehicle).

Exclusions:

- No scuffs or series of scratches will be repaired.
- No buff and polish will be undertaken.



PAINTLESS DENT REMOVAL (PDR):

PDR removes dents (e.g. those made by trolleys or other motor vehicle doors) from vehicles without affecting the original factory finish (provided the car is made of conventional metal). Our skilled technicians use specially designed tools to reform body metal back to its original condition.

Benefits:

- Only dents that require this particular method of removal are covered by your CCV.
- Dents within the diameter of 30mm are considered repairable.
- A service assessment card is provided to help you assess the damage.

Exclusions:

- Dents where the paintwork is damaged or the metal is stretched are considered irreparable using this technique & accordingly, conventional panel beating is advised.
- No spray painting or panel beating will be done on vehicles.
- Hull damage is not covered by your CCV.



WINDSCREEN CHIPS / CRACKS:

Windscreen chips are not only unsightly, but they can also impair vision. These chips often create tiny holes where water can enter the glass substrate & if this water freezes on a cold day, the water will expand and will either make the chip worse, or crack the entire windscreen, damaging it beyond repair. Temperature fluctuations can also result in windscreen chips which can lead to the replacement of a windscreen if not tended to.

Note: It is advisable to cover all windscreen chips with a piece of clear tape to prevent dirt & moisture entering the crevice.

Benefits:

- A crack where the 'run' on the windscreen is less than 100 mm in length is considered repairable.
- A chip with a diameter of less than 16 mm (or a 10c coin) is considered repairable.

Exclusions:

- Only cracks or chips that exceed the specifications indicated above.



TAR REMOVAL:

Tar on your vehicle results in your vehicle permanently looking dirty, irrespective of how many times you wash it. In general, tar is quite difficult and almost impossible to remove at home. CCV's technicians are fully trained to remove tar from your vehicle using specialised equipment that won't damage your paintwork.



ODOUR REMOVAL (Every 6 months):

Are you tired of tobacco & other unpleasant smells lingering in your vehicle without permission? CCV technicians can eliminate a variety of unwanted odours by using a specialised thermal fogging system.

Benefits:

- This technique eliminates pet odours, mouldiness, tobacco & other unwanted smells instantly.

Exclusions:

- Extreme odours caused by e.g.: wet carpets, dead fish, dead animals, milk spillage & rotten meat entail stripping your vehicle's interior & performing a full valet. The cost of this service is for the owner's account.



HEADLIGHT RENEWAL (Every 12 months):

We offer the perfect solution for renewing old, yellow, sandblasted and faded headlight lenses. Our headlight renewal repair system is fast, easy, effective & guarantees the elimination of a dull, foggy appearance. (Plastic headlights are considered renewable.)

Benefits:

- The CCV headlight renewal system enhances the look of your vehicle in less than 30 minutes. Headlights are renewed from the outside only.

Exclusions:

- Cracks & severe damage will not be repaired.
- Glass headlights are not considered renewable.



3M SCOTCH GUARD / LEATHER TREATMENT (Every 12 months):

Car seats are made from either conventional fabric or leather. The 3M Scotch Guard system is a well known product which prevents stains on your fabric seats, while leather treatment protects your leather against the sun's harmful UV rays, at the same time conditioning & moisturising your vehicle's seats.

Benefits:

- This treatment will increase the longevity of your vehicle's interior.
- Protect your vehicle's interior against stains & the sun's harmful UV rays.

Exclusion:

- Valet of seats.



AIR-CONDITIONER TREATMENT (Every 6 months):

A vehicle's air-conditioner system works in the same way as a centralised air-conditioner system in a building. Over time, harmful bacteria & fungi grow inside the system.

Benefits:

- The CCV air-conditioner treatment system eliminates these problems & ensures your air-conditioner is fully hygienic & odour free. Regular treatment of your vehicle's air-conditioner system is advised.

Exclusions:

- This benefit does not include re-gassing of the air-conditioner.



COMPLIMENTARY WASH & VACUUM:

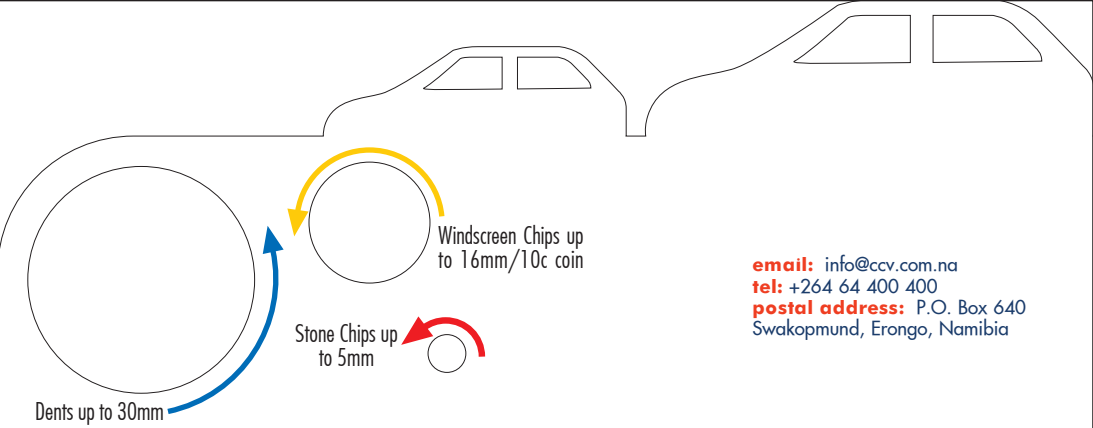
This is a complimentary service & is applicable when a valid application for service, as provided in the voucher, is processed.

Benefits:

- After every repair, your vehicle's exterior will be washed, its interior vacuumed & cleaned & its tyres polished.

Exclusions:

- Full valet service.



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HOW TO USE YOUR CAR CARE VOUCHER

1. Before contacting our call centre, ensure that your vehicle damage falls within the service assessment card specifications.
2. Once you are sure that the application falls within these specifications, take two or three photos of the damaged area. This is required by CCV when you log / register your application.
3. Contact the CCV call centre on the toll free number +264 64 400 400 and provide them with your voucher number. This number is required so that we can validate your voucher and log / register your application for service.
4. Once you have logged a call with the call centre, an SMS will be sent to your mobile phone. This SMS will contain your application reference number, a call centre cell number and an e-mail address.
5. Whatsapp or e-mail the photos of the damage 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.
6. Once your application has been assessed, you will be sent an SMS to notify you of whether your application was approved or declined.
7. On approval of your application, CCV will contact you to set up an appointment for your vehicle to be repaired.
8. You will be sent a reminder 24 hours prior to the scheduled appointment via SMS.
9. In the event that you need to reschedule or cancel your appointment, please contact CCV's call centre well in advance. (Please refer to your General Agreement point 2 – Appointments).
10. The CCV mobile unit's technician will also validate your application and will only perform work according to the CCV brochure and service assessment card.

For a full list of General Agreement & Definitions, please visit CCV's website at: www.ccv.com.na

Important

Your voucher agreement will include details regarding benefit limits and exclusions. This agreement (available in English only), together with any endorsement and any other information provided to you, is a legal contract between yourself and CCV. You are requested to read through all of the documentation carefully to ensure that you understand how to use your voucher, as well as the full scope of benefits available to you. If there is anything which is not clear, or should you require further information, please contact the CCV Call Centre on **+264 64 400 400**.