



Your customers will have questions about a BMW European Delivery. Here are the ones we hear most often.

Can I extend my registration/insurance upon arrival in Munich?

No, the insurance and registration dates must be determined in advance through the center because once the insurance/registration has been completed in Germany, it cannot be changed. If your customer is not sure of drop off time, play it safe and purchase additional insurance.

Is the Delivery Center open on German holidays?

Answer to 2: No, appointments cannot be scheduled on a German holiday. A list of Germany's calendar holidays can be found on www.bmwusa.com/europeandelivery

Do I have to pay road use tax while in Europe?

If the duration of the registration is confirmed for three to six months, the payment of a German Road Use Tax is required. This tax will be collected at time of payment. Prices are listed on www.bmwusa.com/europeandelivery

Can I add accessories to the vehicle while I'm there?

We do not recommend adding vehicle accessories while in Europe, since many European accessories are not approved for use in the U.S.

How long does the delivery process take?

The delivery process should take approximately 30-45 minutes. However, since there are no set appointment times, there can be a waiting time if other customers arrive first. BMW's delivery specialists make every attempt to minimize waits.

Can I specify a delivery time?

The center is open from 7:30 a.m. until 3:30 p.m. There are no scheduled appointments.



How do I get to the Delivery Center from the Airport?

The most convenient way is by taxi. It is a 21-mile trip, takes 45 minutes to one hour (depending on traffic) and costs approximately 75 Euros. You can also take the train from the airport to the Freimann station via the Marienplatz. Customers will receive a small map with instructions in their welcome package.

Can I tour the factory? How much does that cost?

English-speaking tours are offered on Tuesdays and Thursdays at 6 pm and Fridays at 1 pm. Allow approximately 2 – 2 ½ hrs. There is no charge for the tours but they cannot be arranged upon arrival in Munich—a reservation must be confirmed prior to departure from the U.S. For information on availability and booking, please call 1-866-868-7269.

Can I drop off my vehicle at an E.H. Harms office on the weekend?

No, drop off locations are open Monday to Friday only and hours vary at each location. Updated drop off lists are available on www.bmwusa.com/europeandelivery

How long will it take to ship my new BMW from Europe to the United States?

After drop off, it takes about 6-8 weeks to ship to the U.S.



Legal Holidays in 2005

The Epiphany (Jan. 6)
Closed (Jan. 7)
Carnival (Feb. 7)
Carnival (Feb. 8)
Good Friday (March 25)
Easter Monday (March 28)
Ascension Day (May 5)
Closed (May 6)
Pentecost (May 16)
Corpus Christi (May 26)
Closed (May 27)
Assumption Day (Aug. 15)
Reunification Day (Oct. 3)
Closed (Oct. 31)
All Saints Day (Nov. 1)
Christmas (Dec. 26-30)

*Important Note - Given the unique legal holidays of each country, it is recommended that customers email (or phone) the desired drop-off location to make arrangements.



Drop-off Location Contact Information

Drop-off locations are open Monday to Friday only. Given the unique legal holidays and hours of operation of each country, it is recommended that customers email (or phone) the desired location to make drop off arrangements in advance. A list of German holidays is posted on www.bmwusa.com/europeandelivery under “delivery process” in the Delivery and Drop-off section.

Agent/Office Location	Company Name and Address	Contact	Phone	Fax	Email
Amsterdam, Netherlands 8am-4pm	USA-United Stevedoring Amsterdam Cacaoweg 20 Westport 7859 1047 BM Amsterdam	Wanda Vanerkova	0031-20-497 31 32	0031-20-497 82 72	usa.desk@usamsterdam.com
Antwerp, Belgium 9am-4pm	A. Hartrodt Co. Suikerrui 5 – Bus 2 Antwerp, Belgium	Johan Stoelen	32-3202-4050	32-3234-3338	johanstoelen@hartrodt.be
Bremerhaven, Germany 8am-4pm	E.H. Harms GmbH & Co Car Shipping Alfred-Wegener-Str. 6 27580 Bremerhaven	Kim Bogatzki Regine Plettenberg Diana Martinovic	49-471-48295-671 49-471-48295-676 49-471-48295-674	49-471-48295-688	kbogatzki@mail.ehharms.de rplettenberg@mail.ehharms.de dmartinovic@mail.ehharms.de
Cologne, Germany 9am-4pm	E.H. Harms GmbH & Co Am Molenkopf 1 50735 Köln (Niehl/Hafen)	Wellie Wolfgang	0221-20 04 98 20	0221-20 04 98 28	Wwellie@mail.ehharms.de
Frankfurt, Germany 8:30am-4pm	E.H. Harms GmbH & Co An den Sportplätzen 8-10 64546 Walldorf (Mörfelden)		06105-45 861/62	06105-44 184	ANelke@mail.ehharms.de SJahnke@mail.ehharms.de
Geneva, Switzerland 9am-4pm	Ritschard SA Aerogate fret Case postale 1061 1211 Geneve 5 Aeroport	Annick Durosier	0041-22-79 87 700	0041-22-79 86 778	Durosier@ritschard.ch
Hamburg, Germany 9am-4pm	E.H. Harms GmbH & Co. Kattwykweg 7 21107 Hamburg	Mrs. Ira Thiess Mrs. Uricke Karstens	040-75 27 97-127 040-75 27 97-128	040-75 27 97-228	ithiess@mail.ehharms.de ukarstens@mail.ehharms.de
London, England 9am-4pm	Heathpark Services UK Ltd. Renaissance Hotel Heathrow Room G022 Bath Road, Hounslow Middlesex TW6 2AQ United Kingdom	Simon Worsley	44-208-9909 050	44-208-8976 648	sparson5@aol.com
Madrid, Spain 9am-1pm 3pm-5:30pm	Auto Turistica Iberica C/Ing. Torres Quevedo, 6 28022- Madrid	Marie-France Grueso	34-91-32 92 911/710	34-91-32 93 980	info@autoturistica.com
Munich, Germany 8:30am- 4pm	E. H. Harms GmbH & Co. Robert-Bosch-Str. 13 85748 Garching	Gerd Behrends Andreas Schoenberger	089-32 61 011/12	089-32 61 040	gbehrends@ehharms.de Aschoenberger@mail.ehharms.de
Nice, France 9am- 4pm	TT Car Transit 61 Route de Grenoble 06200 Nice		33-4-92 29 13 83	33-4-93 72 51 80	info@ttnice.com
Paris, France 9am- 4pm	TT Car Transit Airport Roissy / CDG (terminal 3) B.P. 30008 95 716 Roissy CDG 2		33-1-48 62 37 53	33-1-48 62 19 73	info@ttroissy.com
Sindelfingen, Germany 9am-4pm	E. H. Harms GmbH & Co. Am Hirnach 6 71065 Sindelfingen	Marianne Bahler Lisa Petkovic	07031-86 61 61-0	07031-87 50 81	Mbahler@mail.ehharms.de Lpetkovic@mail.ehharms.de
Vienna, Austria Mon-Thurs 9am-4pm Friday 9am-2:30pm	Auto Service Wien GmbH Seitenhafenstraße 15 1020 Vienna	Martina Gurioli	43-1-72 66 115 61	43-1-72 66 11 590	office@autoservice-wien.at
Zurich, Switzerland 8:30am-11:30am 1:30pm-4pm	AG Gondrand Reisen Industriestraße 10 8152 Glattbrugg	Chantal Corrodi Azizi	41-44-828 68 68	41-44-828 68 10	c.corrodi@gondrand.ch

Pick up from Italian Cities:

Cars are driven to Munich, Germany for truck transfer from Munich to port of loading.

Cars registration and insurance must be valid for at least 5 days after date of pick-up in Italy.

Pick-up arrangements to be made with Harms Munich office 1 week prior to the intended date of drop-off.