

MAX BMW FAQ's

It looks like your online fiche sells a set of 4 bolts for \$.65. Is this correct?

The price on our website is for EACH item. The quantity shown for each part tells you what is required on the bike in the area that the diagram is covering. Kits and sets are only sold if this is the way that BMW sells them to us.

Why do you require a VIN to use your microfiche?

We do not require the use of your VIN to access our microfiche, but do recommend it. If you have it, it helps pinpoint your exact model keeping you from possibly selecting the incorrect model or production range. If your bike is not a U.S. model, we highly recommend that you use your VIN to get into the fiche as the website only displays U.S. models if you do not.

Do you ship overseas?

Yes we do ship worldwide! All international orders are accepted through our website. We accept payment by PayPal. If you only have a credit card, you can use it through a PayPal transaction. Another option is bank wire transfers. There is an additional \$25.00 charge if you want to pay by this method. Please email us for information on this.

I need my parts fast. What's the fastest way I can get my parts?

Use the Express Ordering option upon checkout. If you order before 2.30pm EST, the parts that are not in stock will be expedited from BMWNA to MAX BMW and should arrive the following business day. We can then ship your order complete, less any backordered items that might be coming from Germany. All orders are shipped Ground unless you upgrade the shipping from MAX BMW to you to 2Day, Priority Overnight, or Express International. When paying for Express Ordering, and any items have sourced from BMWAG, your fee does not go to waste. We should receive those parts in 5-10 business days instead of the normal 10-20 business days when ordered on a normal stock order.

Will BMW drop ship the parts to me?

No, sorry. BMWNA and BMWAG only ships to authorized BMW Motorrad dealers.

The part that is on your microfiche does NOT look like the part that is on my bike. Why is this?

BMW uses the diagrams on multiple models old and new. We like to call them recycled images. When selecting your parts don't pay any attention to the way the part looks. All that matters are the part numbers in the parts list.

What does quantity of X mean on your microfiche?

BMW uses the quantity of X on a number of parts across the models. X is defined “as needed” on the bike. Meaning whatever is necessary. We recommend that you count before you order to be sure. In the occurrence of a hose, quantity X is one meter.

Do you sell batteries?

Yes we do. Lead acid batteries are shipped dry (without acid) and are not charged. Gel & AGM batteries are sold with a full charge. MAX BMW will not ship batteries by air or internationally, unless they are unfilled wet batteries (acid not included).

I already have part numbers from a parts manual. I'd rather not look them up again on your fiche. What do I do?

You can “Order by part number” on the main page of the fiche in the upper right hand corner. Click the link below to see the field where you can enter your part numbers.
<http://www.maxbmwmotorcycles.com/fiche/fiche.aspx>

How do I know which is left and which is right on the motorcycle?

BMW recognizes the orientation of the bike as you are sitting on the bike. Ie: clutch lever is on the left, and the throttle is on the right. Also in some cases, there is an arrow in the lower right hand corner of the diagram. The point of the arrow is the front of the motorcycle when looking at the diagram.

Where can I get a pint of paint, or touch up paint for my motorcycle?

BMWNA and BMWAG do not import spray or bulk paint. They are hazardous materials. Holt BMW in Athens, Ohio should be able to help you. They deal directly with Glasurit. Glasurit is the manufacturer of all BMW paints for both cars and motorcycles. As dealers, we can get some touch up sticks from BMWNA. Just shoot us an email with your inquiry.

I think I ordered the wrong parts. May I send them back?

We accept returns up to 30 days from the date of delivery. We do not accept returns on any installed, special tools, media, or electrical items. The items that are being returned, must not have been installed and still remain in their original packaging. Please notify us by phone or email, so that we can expect the parts. A 15% restocking fee may apply. Do not ship parts back to us in the original BMW boxes. The packaging, whether it's a bag or box must be in the same condition that it was when we received it from BMW.

I need a yellow relay. Can you help me?

Please do not rely on the color of your relay when locating a replacement. Although it sometimes does help, BMW commonly changes/improves electrical items. This sometimes involves changing manufacturers, which commonly results in a color or even a part number supersession/change.

What is the difference between a special order, parts sourced from BMWAG, backorder, and manufacture backorder?

Special orders: part is not in stock and ordered from BMWNA. 3-4 business days for us to receive on a stock order. One business day for us to receive if we Express Order it.

Parts sourced from BMWAG: Germany has them in stock. 10-20 business days for us to receive on a stock order. 5-10 business days for us to receive if we Express Order it.

Manufacture backorders: BMWNA and BMWAG do not have the part. Sometimes there is an ETA (subject to change), and sometimes there is no ETA. The good thing is that the part is not NLA. Just a little patience is needed.