



Vehicle Return Standards

Mercedes-Benz





When it's time to return your Mercedes-Benz

We hope your journey has been an enjoyable one. Now is the time to start thinking about the return of your Mercedes-Benz. This booklet is designed to help prevent any avoidable charges you may be faced with, as it outlines our Vehicle Return Standards, and what we consider acceptable and unacceptable damage.

When it is time to return your Mercedes-Benz, it will be given a full inspection to determine its condition, based on the points inside this brochure. However, you can carry out your own checks first.

Visual examples of our Vehicle Return Standards can be found in our 'Vehicle Return Standards' section at:

[mercedes-benzfinance.co.uk](https://www.mercedes-benzfinance.co.uk)

We're here for you.

To arrange for the collection of your vehicle please call **0370 121 0535** or email **defleet@bca.com**

To discuss any queries regarding the vehicle return standards or for vehicle document enquiries please call **0370 847 0700** or email

customerservices-mbfs@daimler.com

Lines open Monday to Friday 8.00am – 7.30pm,

Saturday – 9:00am – 5:00pm and

Sunday – 11:00am – 4:00pm.

Calls may be recorded.

Mercedes-Benz Vehicle Return Standards

The following pages are designed to help prevent any avoidable charges you may be faced with. They outline our Vehicle Return Standards, and what we consider acceptable and unacceptable damage.

Visual examples of our Vehicle Return Standards can be found in our 'Vehicle Return Standards' section at: [mercedes-benzfinance.co.uk](https://www.mercedes-benzfinance.co.uk)

Items marked as 'Not Acceptable' on the following pages may result in a charge.



Mercedes-Benz Vehicle Return Checklist

The items below will need to be returned along with your Mercedes-Benz, please check the list to ensure you have all the items ready for return.

Items to be returned with your Mercedes-Benz

- V5C log book
- Spare Keys
- Transmitter and codes
- Alarm system
- Locking wheel nuts
- Handbook
- Complete Service Manual
- MOT certificate (if applicable)
- Wheel Key
- Navigation equipment including unit disc/SD card
- Entertainment equipment including headphones
- Original specification tyres.

If you have a 'cherished' number plate, it's important to place it on retention with the DVLA who advise you do this at least 10 - 12 weeks before your vehicle is returned as you will be unable to retain the plate once the vehicle is returned.

Is your vehicle linked with our Mercedes me connect?

If you have linked your vehicle with Mercedes me connect functions to your user account, you are obliged to delete the link before selling the vehicle. You can do this either yourself in the Mercedes me Portal or through your authorised Mercedes-Benz Retailer. The vehicle will then be removed from your user account automatically. If there are other vehicles with Mercedes me connect functions linked to your user account, the services for these vehicles will continue to function as before.

Need more help? You can contact us from Monday to Friday between 9.00am and 7.00pm. Tel: 0207 975 7078.

Fair Wear & Tear



Body and Paint

There will be no charge for light damage. The most severe dents will be repaired as cost effectively as possible, but damage that has penetrated the base coat will be charged. Any vehicle wraps or livery will need to be removed and the vehicle returned to its original factory colour.



These images show examples of unacceptable damage

✓ Acceptable:

- Minor body dents, typically those caused by door-to-door contact, provided that:
 - a) they are less than 13mm (1/2") in diameter – maximum one dent per panel to maximum of two dents per vehicle for vehicles up to two years old and four dents for vehicles over two years
 - b) if more than two (or four) dents exist, the most severe should be repaired
- Light surface scratches not through the top coat which can be removed by polishing/touch up
- Any chipping of paintwork that can be attributed to normal usage (e.g. chips caused by stones flying off public road surfaces) provided that they do not penetrate the vehicle base coat nor show signs of corrosion
- Previous repair up to an acceptable standard.

Not Acceptable:

- Any excessive chipping of paintwork arising from non-public road use e.g. gravel drives, industrial sites or private roads
- Any chipping and scratching of paintwork that has penetrated the base coat and/or has caused corrosion of any kind which cannot be polished out
- Dents on swage lines or folder edges. Dents on high profile panels, i.e. bonnets/wheel arches, etc
- Industrial, chemical fall-out or other forms of contamination
- Body panel misalignment not consistent with manufacturer's finish
- Previous body repairs and paint rectification if there is evidence of poor colour match, ripples, preparation marks, visible overspray, masking lines or excess dirt in paint. Excess paint chips which detract from the overall appearance of the Mercedes-Benz, or panel
- Under-body damage affecting the structural integrity of your Mercedes-Benz or warranty
- Damaged aerials. Drilled holes for telephone aerial fittings where the aerial has been removed
- Any missing caps or covers on the bodywork.

Bumpers and Body Mouldings

Acceptable:

- Scuff marks up to 50mm (2"), which do not adversely affect the overall appearance of your Mercedes-Benz.

Not Acceptable:

- Discoloured, loose, cracked, distorted, gouged or split bumpers and mouldings that require replacement, plastic welding or painting
- Dented bumpers and/or any dents penetrating through to the base material where painted
- Repairs not conforming to original finish and specification.



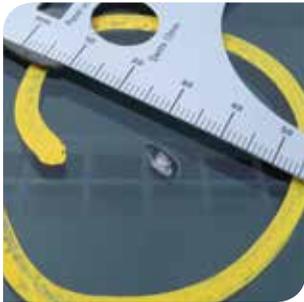
These images show examples of unacceptable damage



Glass

✓ Acceptable:

- Chips on windscreen, which are less than 5mm, providing they do not obscure the driver's line of vision to a maximum of two per windscreen
- Headlamp lenses with minor chips, which do not detract from the overall appearance of your Mercedes-Benz or affect the efficiency of the lamp
- Light scratches around periphery of the windscreen.



These images show examples of unacceptable damage

✗ Not Acceptable:

- Scratches and cracks in glass or stone chips with signs of cracking will need to be repaired
- Cracks or damage to the windscreen within the driver's line of sight
- Chips greater than 5mm
- Incompatible window etchings
- All lamps must be operational, holes or cracks in the glass or plastic covers of lamp units are not acceptable.

Interior

The interior of your Mercedes-Benz must be in a good condition for the age and mileage of the vehicle.

✓ Acceptable:

- Normal wear and tear to carpets, trim, upholstery, etc
- Seat cover/trim repairs to a high standard
- Texture repairs or colour matching plugs resulting from the removal of telephone/accessory equipment.

✗ Not Acceptable:

- Burns to trim, seat covers, headlining and floor coverings requiring repair
- Stains or discolouration of a permanent nature
- Tears, cuts, rips and holes through seat covers, headlining and floor covering
- Broken or damaged interior mouldings, trim pads, instrument panel, sun visor or headlining, etc
- Holes resulting from the removal of telephone accessory equipment. Telephone fitting kits should be left in-situ wherever possible
- Any extended warranty items.

Underside

Our engineers will check the underside of the vehicle for any impact damage.

✓ Acceptable:

- Minor dents and deformation, such as stone damage, as long as they have not caused major corrosion. Any suspected impact damage should be investigated and dealt with professionally by a Mercedes-Benz Retailer.

✗ Not Acceptable:

- Significant damage or distortion to chassis components.



These images show examples of unacceptable damage



Wheels and Tyres

Your Mercedes-Benz must conform to the original specification of the vehicle. It must have matching tyres (of a size and premium brand, approved by the manufacturer) on each axle, for example, Pirelli or Bridgestone.

✓ Acceptable:

- Scuffed sidewalls which can be cleaned
- Minor scuffing or damage under 25mm to the vehicle alloy or steel rim edge or wheel face
- Minimum remaining tread of 1.6mm across 75% of the tyre, in line with current legislation (MOT).



These images show examples of unacceptable damage

✗ Not Acceptable:

- Tyres showing uneven wear indicating steering damage, i.e. tyre tread feathering
- Remoulds and other substandard tyres
- Any gouge, crack, cut, torn or plugged tyre side wall
- Less than 1.6mm tread depth across 75% of the tyre including spare
- Cracked or distorted wheel trims.
- Scuff chips and scratches exceeding 25mm
- Tyres with excessive wear not matching age or mileage of your Mercedes-Benz.

Oil Leaks

✓ Acceptable:

- Some minor oil misting or dampness around seals or gaskets, providing oil drips are not present.

✗ Not Acceptable:

- Any serious oil leakage which should be rectified at the earliest opportunity.

Luggage Area

✓ Acceptable:

- Light soiling from normal use.

✗ Not Acceptable:

- Torn rubber aperture seals and paint scratched down to the bare metal.

Door Aperture Tread Area

✓ Acceptable:

- A minor amount of scuffing to the door and luggage area treads and sills.

✗ Not Acceptable:

- Damaged paintwork down to bare metal and aperture seals that are torn.

Rubber Seals

✓ Acceptable:

- Normal wear resulting in a minimal amount of minor damage and splits to rubber door and other seals.

✗ Not Acceptable:

- Evidence of neglect or abuse. If a seal becomes displaced it should be refitted immediately to avoid it becoming trapped or torn.



These images show examples of unacceptable damage

How to make a complaint

Your views are important to us. If our service hasn't lived up to your expectations, we want to know.

Stage 1 – Contact us

If you have reason to complain, you can contact us by calling **0370 847 0700**, emailing **customerservices-mbfs@daimler.com** or writing to us at: Mercedes-Benz Finance, Tongwell, Milton Keynes MK15 8BA. We'll provide written acknowledgement of your complaint within five working days.

Stage 2 – Our response

If we are unable to resolve your complaint by close of business the next working day, we will inform you and your complaint will be escalated for further investigation.

Within four weeks of receiving your complaint, we will write to you with the outcome of our investigation. If we need to carry out further investigations, we will inform you of any delay with an estimated completion date which should be within four weeks of the initial complaint creation.

In some instances where we are unable to resolve your complaint within four weeks, we will write to you with an update and an anticipated resolution date which should not exceed eight weeks from the date we received your complaint.

Stage 3 – What to do if you're not satisfied

If the matter is not resolved to your satisfaction, you may refer your complaint to the Finance and Leasing Association Complaints Handling Team. They will independently explore the situation in line with their Code of Practice. You can contact them at: Finance and Leasing Association, Imperial House, 15-19 Kingsway, London WC2B 6UN. If your complaint is regarding Vehicle Return Standards, you should instead contact the BVRLA (British Vehicle Rental and Leasing Association) at: British Vehicle Rental and Leasing Association, River Lodge, Badminton Court, Amersham HP7 0DD.

Stage 4 – Independent review

If we have not provided you with our final response within eight weeks of the date you first complained, or if you are not satisfied with the outcome, you can refer your complaint to the Financial Ombudsman Scheme for an independent review at: Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9SR or visit **[financial-ombudsman.org.uk](https://www.financial-ombudsman.org.uk)**.

Mercedes-Benz Finance

Telephone: 0370 840 5000 www.mercedes-benzfinance.co.uk

Mercedes-Benz UK Limited is a company registered in England and Wales with company number 2448457 and has its registered office address at Tongwell, Milton Keynes MK15 8BA.

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In respect of regulated consumer credit activity, Mercedes-Benz Financial Services UK Limited is authorised and regulated by the Financial Conduct Authority.

Mercedes-Benz Financial Services UK Limited is a member of the Finance and Leasing Association and supports their Code of Practice, which protects you as a customer. A copy of the Code and its accompanying complaints procedure is available from us free of charge on request.

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