



# Vehicle Return Standards.

How they affect you.

125! years of innovation



Mercedes-Benz

# When it's time to return your Mercedes-Benz.

We certainly don't want you to be caught unaware when you return your Mercedes-Benz, so please read this brochure. It outlines our Vehicle Return Standards, and what we consider acceptable and unacceptable damage. It can help you to avoid any unnecessary charges.

When it's time to return your Mercedes-Benz, it's given a full inspection to determine its condition, based on the points inside this brochure. However, you can carry out your own checks first. This handy measuring scale will help you see what counts as fair wear and tear, and what doesn't.

For visual examples of acceptable and unacceptable wear and tear, please visit our Vehicle Return Standards, found in the 'Contract end' section and view the short film at:

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

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## **We're here for you.**

If you have any questions about our Vehicle Return Standards and returning your vehicle, or a query regarding your V5C, please call the De-fleet Team on **0870 121 0535**.

Lines open Monday to Friday 8.30am – 5.00pm.

If your query is regarding any damage charges associated with returning your vehicle, please call our De-fleet Administration Team on **0870 240 1110**.

Lines open Monday to Friday 8.30am – 5.00pm.

For all other end-of-finance-contract enquiries, or to arrange the collection of your vehicle, please call **0870 847 0700**.

Lines open Monday to Friday 8.00am – 6.00pm,

Saturday 9.00am – 5.00pm.

Calls may be recorded.

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# Unacceptable damage

and what it could cost you.

Unfortunately, if you return your Mercedes-Benz with any unacceptable damage, we'll have to invoice you for the cost of repairs. It's therefore important that you read the following section entitled 'Fair Wear and Tear'.

You'll learn what damage is acceptable and what's not. Then consider whether you should fix any problems at a local Mercedes-Benz Official Workshop before you return your car – doing so could help you avoid unnecessary charges.

After a full inspection, you will be sent an invoice for the cost of any necessary repairs. You can carry out your own checks first by using the tester card at the front of this booklet to measure any damage to your vehicle prior to returning it.

Please note that anything mentioned in the 'Not Acceptable' section of the following pages will be charged for. See the table opposite for an illustration of possible costs. These prices are intended as a guide only. Actual costs may vary depending on model and extent of damage.

The following prices do not include VAT, except servicing costs.

|   |                                     |
|---|-------------------------------------|
| A repairable chip in the windscreen:                            | <b>£28</b>                          |
| Replacement windscreen if chips cannot be repaired:             | <b>£170+</b>                        |
| Corrosion of bodywork, scratches,<br>or poorly repaired panels: | <b>£75 – £240 per panel</b>         |
| Alloy wheel repairs:  | <b>Minor £40 Major £75</b>          |
| Servicing costs (including VAT):                                | <b>Service A £92 Service B £225</b> |
| Dented panels (depending on severity and number of dents):      | <b>£24 – £100</b>                   |
| Cracked or distorted wheel trims:                               | <b>£8 – £25 each</b>                |
| Permanent stains that require new seat covers:                  | <b>£45 – £65</b>                    |
| Burns or cuts to seats or interior panels:                      | <b>£65</b>                          |

# Fair Wear and Tear

## Our expectations for your Mercedes-Benz.

### Vehicle checklist

If you are returning your vehicle as part of your contract, please ensure that your vehicle meets the 'Return Standards' before having it collected by one of our representatives.

#### 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.



#### Acceptable:

- Minor body dents, typically those caused by door-to-door contact, provided that:
  - a) 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.

## 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 (MOT Standards).
- 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.

### 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 which require complete replacement or, if relatively minor, repaired using resin impregnation to MOT Standards.

- 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. Spare keys, transmitters and codes, alarm system, locking wheel nuts and Handbook and Service Manual must be complete and left in your Mercedes-Benz.

### 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.

**Wheels and Tyres**

Your Mercedes-Benz 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).

 **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.

## 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 Official Workshop.

### Not Acceptable:

- Significant damage or distortion to chassis components.

## 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.

Mercedes-Benz Finance

Telephone: 0870 840 5000 [www.mercedes-benzfinance.co.uk](http://www.mercedes-benzfinance.co.uk)

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