

Mercedes-Benz Vehicle Return Standards.

What you need to know when
you return your Mercedes-Benz.



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Mercedes-Benz Vehicle Return Standards.

Understanding our Vehicle Return Standards and knowing what they mean for you will help you avoid extra costs at the end of your agreement.

Here's what to expect when you hand your car back.

- We'll inspect the interior and exterior for damage.
- We'll be clear about what is classed as fair wear and tear and what's acceptable or unacceptable within your contractual guidelines. For example, one small chip at the edge of your windscreen is acceptable, but a larger crack isn't and won't pass our inspection.

For more details on how we assess your car, more information about returning it, and the charges for different types of damage, visit www.mercedes-benz.co.uk/vrs

Get in touch with any questions

- Manage your agreement with Mercedes me finance. Change your payment date, amend your address and bank details, make payments and more at mercedes-benz.co.uk/mefinance
- Use our secure online forms at mercedes-benz.co.uk/contactfinance to ask for our help with getting a settlement quote, changing your details etc.
- Call us on **0370 847 0700**. We're open Monday – Friday 9am – 5pm, excluding bank holidays

Mercedes-Benz Finance. Here to help.



Mercedes-Benz damage charge matrix.

Vehicle condition, outside of Mercedes-Benz Vehicle Return Standards.

This matrix has been designed to help make you aware of potential charges when you hand back your vehicle. It's based on our Vehicle Return Standards which detail what we consider acceptable and unacceptable damage. If you do choose to carry out any repairs prior to returning your vehicle, we would highly recommend that you only use a Mercedes-Benz Authorised Repairer. Otherwise you could still be charged for rectifying any repairs that have not been carried out to an acceptable standard by a Non-Authorised Repairer. Below you will find the costs incurred for each type of damage.

Component	Condition	Repair method	Unit of measure	Cost to you
Branding				
Vehicle signage/Company logo stickers	Minor (1 to 4 panels)	Remove	Per vehicle	£35.00
Vehicle signage/Company logo stickers	Major (5 + panels)	Remove	Per vehicle	£50.00
Vehicle signage/Company logo stickers	Wrapping	Remove	Per vehicle	Mercedes-Benz to advise
Bumpers (front and rear)				
Bumper	Scratched	Local repaint	Per bumper	£130.00
Bumper	Scratched	Repaint	Per bumper	£260.00
Bumper	Dented	Repair and repaint	Per bumper	£260.00
Bumper	Excessive damage	Replace	Per bumper	Mercedes-Benz to advise
Glass				
Front screen	Cracked/Shattered/Scratched	Replace	Per screen	Mercedes-Benz to advise
Front screen	Chipped	Specialist repair	Per screen	£32.00
Rear screen	Cracked/Shattered/Scratched	Replace	Per screen	Mercedes-Benz to advise
Door glass	Shattered/Scratched	Replace	Per glass	Mercedes-Benz to advise
Mirror glass	Cracked/Shattered	Replace	Per glass	Mercedes-Benz to advise
Lamps (head, rear, fog etc.)	Lens holed/Cracked/Broken	Replace	Per item	Mercedes-Benz to advise
Body and paint				
Panel (bonnet, bootlid, doors, roof, sills, wings)	Dented	Cold metal repair	Per panel	£35.00
Panel (bonnet, bootlid, doors, roof, sills, wings)	Dented	Repair and repaint	Per panel	£260 - £310
Panel (bonnet, bootlid, doors, roof, sills, wings)	Scratched	Flat and polish	Per panel	£25.00
Panel (bonnet, bootlid, doors, roof, sills, wings)	Scratched	Repaint	Per panel	£210.00
Panel (bonnet, bootlid, doors, roof, sills, wings)	Excessive damage	Replace	Per panel	Mercedes-Benz to advise
Mirror covers				
Mirror covers	Scratched	Repaint	Per cover	£70.00
Mirror covers	Excessive damage	Replace	Per cover	Mercedes-Benz to advise
Interior trim				
Interior trim (carpet, dashboard, door trim, seats etc.)	Holed	Specialist repair	Per item	£35.00
Interior trim (carpet, dashboard, door trim, seats etc.)	Missing	Replace	Per item	Mercedes-Benz to advise
Interior trim (carpet, dashboard, door trim, seats etc.)	Torn	Specialist repair	Per item	£35.00
Interior trim (carpet, dashboard, door trim, seats etc.)	Excessive damage	Replace	Per item	Mercedes-Benz to advise
Interior trim (carpet, dashboard, door trim, seats etc.)	Burn	Specialist repair	Per item	£35.00
Interior trim (carpet, dashboard, door trim, seats etc.)	Broken	Replace	Per item	Mercedes-Benz to advise
Exterior trim				
Exterior trim (grills, moulding etc.)	Scuffed	Specialist repair	Per item	£30.00
Exterior trim (grills, moulding etc.)	Scratched	Specialist repair	Per item	£30.00
Exterior trim (grills, moulding etc.)	Damaged	Replace	Per item	Mercedes-Benz to advise



Component	Condition	Repair method	Unit of measure	Cost to you
Wheels and tyres				
Alloy wheel	Excessive damage	Replace	Per wheel	Mercedes-Benz to advise
Alloy wheel	Scratched	Refurbish	Per wheel	£110.00
Tyre	Excessively worn	Replace	Per tyre	Replace with premium brand tyre. Prices will vary.
Tyre	Excessive damage to sidewall or tread	Replace	Per tyre	Replace with premium brand tyre. Prices will vary.
Tyre	Incorrect size/Specification	Replace	Per tyre	Replace with premium brand tyre. Prices will vary.
Spare tyre	Missing	Replace	Per tyre	Replace with premium brand tyre. Prices will vary.
Tyre repair compressor	Used/Missing	Replace	Per vehicle	£130.00
Tyre repair sealant	Used/Missing	Replace	Per vehicle	£60.00
Tyre repair compressor and sealant kit	Missing	Replace	Per vehicle	£190.00
Replacement vehicle parts				
Replacement items are based on Mercedes-Benz approved parts pricing		Replace	Per item	Mercedes-Benz to advise
Keys				
Spare key	Missing	Replace	Per vehicle	£260 - £360
Key Blade	Missing	Replace	Per key	£38.00
Alloy wheel key	Missing	Replace	Per vehicle	£67.50
In-car entertainment				
In-car entertainment	Missing	Replace	Per item	Mercedes-Benz to advise
In-car entertainment	Damaged	Replace	Per item	Mercedes-Benz to advise
Removable items				
Removable items (load cover, headrests, sat nav discs, SD cards etc)	Missing	Replace	Per item	Mercedes-Benz to advise
V5 (excluding Contract Hire)	Missing	Replace	Per vehicle	£25 excluding VAT, £30 including VAT

If the cost states 'Mercedes-Benz to advise' please contact your local Showroom to find out the cost to repair.
To find your closest local Showroom, visit: www.mercedes-benz.co.uk/passengercars/mercedes-benz-cars/dealer-locator.html

Glossary

Condition or repair method	
Cold metal repair	Dents which are removed by pushing or pulling, without needing to repaint the panel.
Flat and polish	Surface scratching which our specialists can remove without needing to repaint the panel.
Local repaint	When our specialists repaint part of a panel. Please note, this is only possible with certain colours.
Excessive damage	Damage which is too severe to be repaired.
Replace	This cost is calculated by a combination of several factors, including labour for removal of the part, the average price of the part across the model's range, refitting, and repainting (if required).
Specialist repair	A repair which is less expensive to achieve than a replacement or full repair. For example, repairing the windscreen rather than replacing it completely.
Refurbish	Another way of describing repairs which are chosen because they're the most cost-effective option. For example, repairing alloy wheels rather than replacing them.
Gouge	Deep scratches which need to be filled before they're repainted.
Poor previous repairs	Repairs to the panels, glass or trim which do not meet the required standard.
Premium brand tyre	Bridgestone, Continental, Dunlop, Goodyear, Pirelli, Michelin, Hankook, Avon, Firestone, Uniroyal, Vredestein, Yokohama.



How to return your Mercedes-Benz.

There are two ways for you to return your car and have it checked over. You can arrange to return it via your local Showroom, which you can find at www.mercedes-benz.co.uk/dealerlocator. Alternatively, our logistics partner, British Car Auctions (BCA), will be in touch around 30 days before your end date to book your collection.

#1

- Book an appointment directly with your local Showroom.
- They'll assess your vehicle, discuss any damage with you and explain any associated charges. Then you can hand it back to the Showroom.

#2

- If you'd like to return your vehicle through an inspection and collection via British Car Auctions (BCA), please contact your local Showroom or call us on **0370 847 0700**. Lines open: Monday – Friday, 9am – 5pm, excluding bank holidays.

Your vehicle will be assessed against our Vehicle Return Standards which you can find in the following pages. After the vehicle's return, you'll be invoiced for any applicable charges due under the agreement, including additional days' rental, excess mileage and fair wear and tear charges.

Please also note the following:

- Make sure your car is road legal and has a valid MOT.
- Check none of the warning lights are on.
- Electric vehicles must have both cables (if applicable) and at least 50% charge.
- On the day of collection, BCA will carry out an hour-long inspection of your vehicle. They'll highlight any damage, capture the vehicle mileage and check you have returned all items, such as spare keys and the V5. Please note, if you have a Contract Hire Agreement, you will not hold a V5.

Mercedes-Benz



How to return your Mercedes-Benz.

- The BCA agent will not be able to confirm costs on the day of the inspection
- Within 30 days of your collection, you'll get an invoice and report showing any damage outside of our Vehicle Return Standards. The invoice will also include any excess mileage or additional days' rental charges. Excess mileage charges will be based on the pence per mile charge and annual mileage limit that you agreed to at the start of your agreement. Please check your copy of the agreement for exact details of this.
- You'll find payment options on the invoice. Payment must be made within 30 days of receipt. If you have any questions about your invoice, we'll be happy to help.

There's more information about returning your car, and the charges for different types of damage, plus helpful videos, at www.mercedes-benz.co.uk/vrs



Glass – here's what we look for.

Acceptable

- Light scratches around the outer edges of the windscreen.
- Up to two small chips on the windscreen if they are smaller than 10mm.
- The driver's line of vision should be clear.
- Heating elements and automated driver assistance system should work.
- Minor headlamp lens chips if efficiency or overall appearance isn't affected.
- Up to four surface scratches on the roof if they can be polished out.
- Small headlamp scuffs or scratches to 25mm if not in the direct line of the beam.

Unacceptable

- Cracks within chips on the windscreen.
- Retro-fitted tinting on any glass or damage caused by its removal.
- Holes or cracks in the glass or plastic covers of headlamps.
- Cracked or damaged door mirror glass and housing units.
- Chips, cracks or holes in the roof.



Tyres and alloys – here's what we look for.

Acceptable

- Scuffed sidewalls that can be cleaned.
- Minor scuffing or damage to the alloy rim edge or wheel face.
- A minimum remaining tread of 1.6mm across 75% of the tyre.
- The same tyre type as those originally supplied, e.g. run-flat tyres.
- Small chips, scratches or scuffs on the total circumference of the wheel if they can be repaired to a professional standard.

Unacceptable

- Uneven tyre wear due to under or over inflation.
- Any gouged, cracked, cut, torn or plugged tyre side walls.
- Dented or distorted wheel trims or wheel rims.
- Damage to the rim greater than 50mm, or damage to the wheel spokes, fascia or hub or alloy wheels.
- Any changes to the colour or specification of the original wheel.



Bumpers, body and paint - here's what we look for.

Acceptable

- Small scuffs, if they don't affect the overall appearance of your car, must be smaller than 75mm on bumpers and up to 25mm on body panels.
- Minor body dents - two for cars up to two years old and four for older cars.
- Dents smaller than 13mm and free from paint damage.
- Light surface scratches that can be removed by polishing or a touch up.
- Scratches smaller than 75mm on bumpers and up to 25mm on body panels.
- Paintwork chips and scratches caused by general use if they don't reach the base coat, expose bare metal or show signs of corrosion.

Unacceptable

- Scuffs down to the base coat or that expose the bare metal.
- Discoloured, loose, cracked, distorted, gouged or split bumpers, mouldings and body panels that need replacement, plastic welding or painting.
- Repairs that don't match the original finish and specification.
- Dents that go through the paint to base material on bumpers or any other body parts.
- Dents to swage lines (the lines that help to enhance the flowing lines of the bodywork).
- All decals, badges, glue and signage or any marks left from their removal.



The interior – here's what we look for.

Acceptable

- Some minor scuffing to the door, luggage area treads and sills.
- Some wear and tear to the carpets, trim and upholstery and repairs if done to a high standard.
- All controls, such as switches and the dash display including the navigation system must work fully and be free of any damage.
- A small amount of minor damage due to wear, based on the age of the vehicle.
- SD/memory cards should also be returned with the vehicle.

Unacceptable

- Any signs of neglect, incorrect use or mistreatment.
- Stains, burns, holes and discolouration.
- Scuffs, scratches and dents to areas such as door pads, door shuts or frames, centre consoles and instruments.
- Broken or damaged parcel shelves or load covers.
- Torn rubber aperture seals or paint scratched down to the bare metal.
- Damage to any interior trim caused by items such as air fresheners or hand gel.



The underside – here's what we look for.

Acceptable

- Some minor oil misting or dampness around seals or gaskets.
- Minor dents and deformation like stone damage as long as this hasn't caused major corrosion.

Unacceptable

- Serious oil leakage – this should be fixed as soon as possible.
- Significant damage or distortion to the chassis, suspension, drivetrain and undertray components.
- Suspected impact damage that hasn't been checked at a Mercedes-Benz Showroom.

