

Vehicle Return Standards



How they affect you.

Mercedes-Benz



Important contacts

Vehicle Returns Team

0370 847 0700

For questions regarding your V5C, our Vehicle Return Standards, returning your vehicle or any other end-of-finance-agreement enquiries.

Lines open Monday to Friday 8.00am – 7.30pm, Saturday 9.00am – 5.00pm, Sunday 11.00am – 4.00pm (calls may be recorded).

Vehicle Returns Administration Team

0370 240 1110

Regarding any damage charges associated with returning your vehicle.

Lines open Monday to Friday 8.30am – 5.00pm (calls may be recorded).

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



Mercedes-Benz Vehicle Return Standards

When it's time to return your vehicle.

Your Mercedes-Benz Finance Agreement may require you to return your vehicle at the end of your contract. This brochure outlines our Vehicle Return Standards policy, explaining what is acceptable damage (and what is not) when it comes to returning your vehicle.

It also outlines the steps to take on the day the vehicle is returned. To ensure the process is as simple as possible, you may wish to arrange for everyone who operates the vehicle to familiarise themselves with the information in this brochure.

We ask you to return your vehicle on the maturity date in a good, clean and marketable condition, in line with our Vehicle Return Standards*. Any wear and tear should result from the use and purpose for which you took out the vehicle*. A full inspection will take place when the vehicle arrives at our de-fleet centre at Mercedes-Benz UK LTD, Wentworth Way, Tankersley, Barnsley S75 3DH. **Please be aware that any inspection carried out by the collection agent is purely to confirm the vehicle is legally safe to drive on the road and does not form any part of the return standard inspection.**

A free health check of your vehicle can also be arranged at regular intervals throughout your contract. Your local Dealer will inspect your vehicle and identify any work required to ensure your vehicle remains in optimum condition.

The full end of contract return standard inspection is carried out by trained technicians, upon return each vehicle must be:

- Free from any broken or damaged items and with no missing components or parts which were fitted as standard equipment or have been subsequently fitted to the vehicle. If any components or parts have been removed, the vehicle must be returned to the specification as originally supplied
- Free from accident damage and free from any corrosion or contamination caused by goods carried, e.g. concrete mixers, tarmac and white lining vehicles, which could have been prevented by immediate attention to avoid further damage or deterioration
- Free from any defects or condition that would be in breach of any statutory requirements
- With regard to vehicles specifically carrying corrosive loads, e.g. gritters, these should be free from cab and chassis corrosion beyond the normal expectations for this type of vehicle, which could have been avoided by preventative maintenance measures

- With all cab and body exterior panels and internal trims, as originally specified, and to be free of damage according to the BVRLA Fair Wear and Tear Guidelines (no fabric tears, burns or split seams). Without damage to cab interior from the fitment of mobile phones, reversing aids, navigation systems or CB radios
- With the whole vehicle in a clean condition, and with 'first life' bodywork (where relevant), unless clearly stated otherwise and adjusted at the time of the original quotation. You will be charged for any work required to return the vehicle to an acceptable condition
- Any additional equipment fitted, i.e. air conditioning or refrigeration motor, system and body, should be present, serviced and fully functional with no body damage that would compromise the refrigeration function
- All vehicles must be returned with any additional/replacement keys. Any vehicle returned without a spare key will incur a charge for the cost of a replacement key and an administration fee of £100
- All returning vehicles must have a full tool kit, including lifting jack (where the vehicle is supplied or fitted with a spare wheel)
- Any alteration made to vehicles must conform to the Vehicle Type Approval and where required MUST have the appropriate VCA/DVSA certification and this must be provided upon return. Any cost involved in rectification of any unapproved or uncertified alteration will be charged to the returning customer.

Glass

- Free from any cracks, damage or discolouration to glass that would attract an MOT test failure in line with BVRLA standards.

MOT

- All returning commercial vehicles above and below 3.5 tonnes Gross Vehicle Weight (GVW) must be capable of passing an MOT test and have a valid test certificate, which has at least six months unexpired
- For vehicles with 10-12 months' test remaining, there will be no charges against any MOT items identified by the return standard inspection
- For vehicles with 6-10 months' test remaining, all MOT items identified by the return standard inspection will be charged for
- Vehicles returned with five months or less of the test remaining will be submitted immediately for test and any costs incurred in bringing the vehicle to a pass condition will be invoiced to you.

Body and Paint

- Free from all customer decals, glue and sign writing on cab and body work, including the re-painting of curtains on curtainsider rigid vehicles where necessary. Should damage occur to the original paint work during the removal process, this should be made good prior to the return of the vehicle.

- The return condition values are based on the cab colour as originally requested and specified in the original quotation. This being white/metallic (no RV adjustment). Factory primary colour (less £350) or non primary colour/two tone (less £750). If a vehicle is returned in a different colour to that which was originally quoted for and is in a colour category which is lower than the original quote, e.g. from white to primary, then a charge based on the difference between the two categories, as stated above, will be invoiced to the returning customer. No charge will be made if the vehicle has been returned to the original colour or white and to a good industry standard.

Mechanical, Electrical and Hydraulic Component Conditions

- Free from any major leaks or defects in the driveline, mechanical, electrical, electronic, compressed air, air valve, hydraulic components or systems
- With the batteries capable of passing a discharge test and in such a condition as to be capable of starting the engine when cold
- Fitted with all original equipment or with any replacements to a good industry standard
- Any lifting equipment fitted to the vehicle, i.e. tail lifts or hydraulic loaders, must comply with the Health and Safety Executive (HSE), Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) and have a minimum of 10 months unexpired service and weight test upon return. All equipment examinations should be carried out by a 'competent person' to comply

with the regulations. Should this condition not be met, the vehicle will be submitted immediately for test and any cost incurred to bring the equipment to a pass condition will be charged back to you.

Tyres and Wheels

- With all tyres (inc. spare) having a minimum tread depth of 7mm across the tread width for vehicles above 3.5 tonne GVW (5mm for vehicles of 3.5 tonne GVW and under) and exhibiting signs of even wear and free from cuts to tyres in the side wall or tread width which exposes the cords. Where tyre replacement is necessary, remoulds will only be acceptable on drive axles. Any replacement tyre fitted must be of a recognised premium brand.

On a returned vehicle where the tread depth does not meet these return conditions, the following charges will apply:

- Citan/Vito/Sprinter/Vario/Canter 3C – £15 (plus VAT) per millimetre down to a minimum of 2mm. Tyres with a tread depth at or below this level must be replaced
- Atego/Actros/Antos/Arocs/Axor/Econic/Canter 6C and 7C – £25 (plus VAT) per millimetre down to a minimum of 2mm. Tyres with a tread depth at or below this level must be replaced
- Any vehicles returned with a tyre tread depth below the minimum (inc. spare) will be charged at the cost of a new tyre.

Vehicle Tools, Documentation and Service History

- All returning vehicles must have a full tool kit, including lifting jack (where the vehicle is supplied or fitted with a spare wheel). If any tools, including the lifting jack, are missing from a returned vehicle, these must have been deleted by prior arrangement
- If you have an agreement which provides the option of returning your vehicle when your contract ends your vehicle must be serviced, in accordance with the manufacturer's suggested service intervals. It also has to be worked on by a repairer approved by the manufacturer importer and distributor – in this case, Mercedes-Benz UK Limited. Details of our approved repairers can be found on the Mercedes-Benz UK Limited website and contained within the manuals supplied with the vehicle. Follow your vehicle's maintenance guide. For other tips on keeping your vehicle in great shape (and avoiding any damage charges), refer to your Mercedes-Benz maintenance guide
- All vehicle documents, including the registration document (V5C); the current MOT certificate; and for some customers, the plating certificates VTG 6T and 7T, must be provided along with the Tachograph calibration certificate(s), (or a completed mileage verification form supplied by the returning customer), within seven days of the vehicle's return
- Vehicles must be returned with complete service, repair and maintenance records (equivalent data in the form of a computer print-out will be accepted), from a Mercedes-Benz Approved Repairer. Any vehicle that is

returned without clear proof of service and repair and maintenance work being carried out by a competent person will incur a charge of:

- £250 for Citan/Vito/Sprinter/Vario/Canter 3C
- £500 for Atego/Antos/Arocs/Actros/Axor/Econic/Canter 6C–7C.

If you have a separate Mercedes-Benz Service Contract, certain aforementioned 'Mechanical', 'MOT' and 'Tyres and Service History Conditions' may not apply. Please refer to your vehicle schedule within your agreement for contract inclusions.

Mercedes-Benz Agility, Operating Lease and Contract Hire returns

- If the vehicle is returned late, excess depreciation will be charged in line with the terms of your agreement. If excess depreciation needs to be charged, this will be from seven days after the agreement maturity date, unless other extension arrangements and subsequent charges have already been agreed
- If the total mileage used by a vehicle exceeds the agreed mileage, then excess mileage will be charged in line with the terms of your agreement.

Please be aware that the mileage for us to return your vehicle to Wentworth Park, Barnsley S75 3DH, will be included in the vehicle's total mileage. If the journey to Wentworth Park takes your vehicle over the agreed mileage you will be charged excess mileage in line with the terms of your agreement.

It is your responsibility to ensure that each vehicle has been maintained in accordance with the manufacturer's recommendations, including the Department of Transport Safety Inspection Programme (DOE/DOT Vehicle Inspections in line with your Operating Licence), MOT test and plating requirements, when necessary.

You must take your vehicle to a Mercedes-Benz Authorised Repairer in a timely manner so that safety inspections and maintenance regimes can be carried out. If your vehicle is returned to us with incomplete or inadequate maintenance, the repurchase could be declined.

In the event of the above not being met, there will be a charge for rectification of the vehicle to the required standard so as to make it of appropriate marketable condition.

All end-of-contract charges for Agility, Operating Lease and Contract Hire returns will be invoiced to you by our affiliated company, Mercedes-Benz UK Limited, who will undertake the return standard inspection on our behalf. Any initial queries that you may have with any charges should be directed to them in the first instance.

If you have any queries on your Mercedes-Benz Finance agreement, please call us on **0370 847 0700**.

Or email customerservices-mbfs@daimler.com

Lines open Monday to Friday 8.00am – 7.30pm, Saturday 9.00am – 5.00pm, Sunday 11.00am – 4.00pm
(calls may be recorded).

Alternatively, if you have any questions about our Vehicle Return Standards and returning your vehicle, please call our Vehicle Returns Team on **0370 847 0700**.

Lines open Monday to Friday 8.00am – 7.30pm, Saturday 9.00am – 5.00pm, Sunday 11.00am – 4.00pm
(calls may be recorded).

Mercedes-Benz CharterWay

Telephone: 0370 847 0700

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.

The company reserves the right to make alterations to the described products and services at any time.

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