

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 Mercedes-Benz Approved Repairers. Otherwise you could still be charged for rectifying any repairs that have not been carried out to an acceptable standard by a non-approved 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	£260.00
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 cover	Scratched	Repaint	Per cover	£70.00
Mirror cover	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	£85.00
Alloy wheel	Gouge (depth up to 2mm)	Refurbish	Per wheel	£85.00
Alloy wheel	Gouge (depth between 2mm and 4mm)	Enhanced refurbish	Per wheel	£115.00
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				
Ignition key	Missing	Replace	Per vehicle	£260.00
Spare key	Missing	Replace	Per vehicle	£260 - £335
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

If the cost states 'Mercedes-Benz to advise' please contact your local Retailer to find out the cost to repair. To find your closest Retailer visit: www.mercedes-benz.co.uk/retailerlocator

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.

