

Withdrawal Information

Right of Withdrawal

The Customer has the right to withdraw from the contract within 14 days without giving any reason.

The withdrawal period will expire after 14 days from the day of the contract conclusion.

To exercise their withdrawal right, the Customer must notify the Seller via one of the following methods:

Post - Mercedes-Benz UK Limited, c/o Mercedes-Benz Customer Assistance Centre Maastricht N.V (CAC), P.O. Box 1456, 6201 BL Maastricht, The Netherlands;

Telephone - 00800 9 777 77 77;

Fax - +49 711 21768006; or

Email - me-connect.gbr@cac.mercedes-benz.com.

of their decision to withdraw from the contract by way of an unambiguous statement (e.g. a letter sent by post or email). For this purpose, the Customer may use the attached sample withdrawal form, but this is not obligatory.

To meet the withdrawal deadline, it is sufficient for the Customer to send their notice concerning their exercise of the withdrawal right before the expiration of the 14 day withdrawal period.

Effects of Withdrawal

If the Customer withdraws the contract, the Seller shall reimburse to the Customer all payments received from the Customer, including the costs of delivery (with the exception of the supplementary costs resulting from their choice of a type of delivery other than the least expensive type of standard delivery offered by the Seller).

The reimbursement payment shall be made:

- without undue delay and in any event not later than 14 days from the day on which the Seller is informed about the Customer's decision to withdraw from the contract; and
- the Seller will carry out such reimbursement using the same means of payment which the Customer used for the initial transaction, unless the Customer has expressly agreed otherwise.

In any event, the Customer will not incur any fees as a result of such reimbursement.

The right of withdrawal applies only to consumers. A consumer means every natural person who enters into a legal transaction for purposes that predominantly are outside the consumer's trade, business or profession.

Sample Withdrawal Form

(Please complete this form and return it to us if you wish to withdraw the contract):

- To (Mercedes-Benz UK Limited , c/o Mercedes-Benz Customer Assistance Centre Maastricht N.V (CAC), P.O. Box 1456, 6201 BL Maastricht, Netherlands; e-mail: me-connect.gbr@cac.mercedes-benz.com.)
- I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale for the provision of the following Digital Extras:
- [PLEASE INSERT DETAILS OF THE DIGITAL EXTRAS ORDERED]
- Ordered on [INSERT DATE ORDER WAS PLACED],
- Name of consumer(s),
- Address of consumer(s),
- Signature of consumer(s) (only for notification in writing),
- Date

(*) Delete as appropriate.