

Mercedes-Benz New Zealand Ltd (MBNZ) Cancellation Policy

Mercedes-Benz Store

This cancellation policy is designed to assist you in cancelling a digital service subscription purchased via our Mercedes me Store **for change of mind only**. This policy, including the change of mind, in no way limits, excludes, modifies or replaces your rights under the New Zealand Consumer Guarantees Act or otherwise as required by law.

Subscription Cancellation

Within fourteen (14) calendar days of acceptance of your order by MBNZ, you may, for any reason whatsoever, cancel your order by providing written notice to MBNZ in accordance with the cancellation process below.

Cancellation Process

1. Ensure your cancellation request meets the requirements of this cancellation policy.
2. Send an email to the address below and attach the receipt or invoice for the Digital Extra you wish to refund.
 - a) New Zealand – me-connect.nzl@cac.mercedes-benz.com
3. Upon receipt and inspection of your cancellation request, we will contact you (using the information provided by you in your Cancellation Form) where we may:
 - a) Request further information; or
 - b) Approve your request; or
 - c) Reject your request.
4. If your cancellation request is approved, we will advise you of next steps.

If your cancellation request is approved, any monies paid prior to cancellation of an order in accordance with this policy shall be refunded to you. Refunds for all purchases will be given using your original payment method (and to the same card) to the original purchaser. We will use our reasonable endeavors to execute the refund as soon as practicable following approval of the refund request (this typically takes between 7-14 working days once the refund is approved).

Faulty or defective services

If you believe that the digital services you have purchased from our online Store are the incorrect digital services or are damaged, faulty or defective, please contact us directly.

Contact Us

Mercedes-Benz New Zealand Ltd

c/o Mercedes-Benz Customer Assistance Centre Maastricht N.V (CAC),

P.O. Box 1456, 6201 BL Maastricht, The Netherlands.

Telephone

0800 622 277

Email:

New Zealand – me-connect.nzl@cac.mercedes-benz.com

Last updated December 2024.

We reserve the right to modify this Cancellation Policy from time to time. Any changes will be notified by posting an updated version on our website. The updated version of this Cancellation Policy will apply to orders accepted by MBNZ after the updated version is posted on our website.