

Mercedes-Benz Australia/Pacific Pty Ltd (MBAuP) Cancellation Policy

Mercedes-Benz Store

This cancellation policy is designed to assist you in cancelling a Digital Extras subscription purchased via our Mercedes-Benz Store **for change of mind only**. This policy, including the change of mind limits, in no way limits, excludes, modifies or replaces your rights under the Consumer Guarantees of the Australian Consumer Law, regulations or otherwise as required by law.

Subscription Cancellation

Within fourteen (14) calendar days of acceptance of your order by MBAuP, you may, for any reason whatsoever, cancel your order by providing written notice to MBAuP 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) Australia – me-connect.aus@cac.mercedes-benz.com; or
 - b) 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 endeavours 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 Digital Extras

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

Contact Us

Mercedes-Benz Australia/Pacific Pty Ltd

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

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

Telephone

1300 762 718 for Australia, and 0800 622 277

Fax +49 711 2176 8006

Email

Australia – me-connect.aus@cac.mercedes-benz.com

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 MBAuP after the updated version is posted on our website.