

## **Cancellation Policy**

### **Right of withdrawal**

You have the right to withdraw from this contract within 14 days without giving any reason.

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

To exercise the right of withdrawal, you must inform us (Mercedes-Benz Singapore Pte. Ltd., Telephone: 1800 329 7540, Email: [me-connect.sg@cac.mercedes-benz.com](mailto:me-connect.sg@cac.mercedes-benz.com)) of your decision to withdraw from this contract by an unequivocal written statement sent by email. You may use the model withdrawal form below, but it is not obligatory.

To meet the withdrawal deadline, it is sufficient for you to send your notice concerning your exercise of the right of withdrawal before the expiration of the said 14-day period.

### **Effects of the withdrawal**

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the date on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the 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.

## Model withdrawal form

### Sample Revocation Form

Please contact us with the following information if you wish to withdraw from the contract:

- To: Mercedes-Benz Singapore Pte. Ltd.
- I/we (\*) hereby give notice that I/we (\*) would like to withdraw from the contract concerning the purchase of the following Digital Extras: [*insert names of Digital Extras which you wish to revoke the contract for*]
- Ordered on/received on (\*) [*insert date*]
- [*Insert name of consumer(s)*]
- [*Insert address(es) of consumer(s)*]
- Date

(\*) Delete as appropriate.