

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 México, S. de R.L. de C.V. c/o Mercedes-Benz Centro de Atención al Cliente Avenida Santa Fe 428, Torre III, Piso 4, Santa Fe Cuajimalpa, Cuajimalpa de Morelos, Ciudad de México, México C.P. 05348, Correo electrónico me-connect.mex@cac.mercedes-benz.com c/o Mercedes-Benz Customer Assistance Centre Maastricht N.V (CAC), P.O. Box 1456, 6201 BL Maastricht, Netherlands; telephone: 00800 9 777 77 77; e-mail: me-connect.mex@cac.mercedes-benz.com.) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post or email). You may use the attached model withdrawal form, but it is not obligatory.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Effects of 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 day 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 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.

Model withdrawal form

(complete and return this form only if you wish to withdraw from the contract)

- To Mercedes-Benz México, S. de R.L. de C.V. c/o Mercedes-Benz Centro de Atención al Cliente Avenida Santa Fe 428, Torre III, Piso 4, Santa Fe Cuajimalpa, Cuajimalpa de Morelos, Ciudad de México, México C.P. 05348, Correo electrónico me-connect.mex@cac.mercedes-benz.com c/o Mercedes-Benz Customer Assistance Centre Maastricht N.V (CAC), P.O. Box 1456, 6201 BL Maastricht, Netherlands; e-mail: me-connect.mex@cac.mercedes-benz.com
 - I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*) / for the provision of the following Digital Extra (*),
 - Ordered on (*) / received on (*),
 - Name of consumer(s),
 - Address of consumer(s),
 - Signature of consumer(s) (only if this form is notified on paper),
 - Date
- (*) Delete as appropriate.