

Cancellation policy
Right of cancellation

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

This cooling-off period will expire after 14 days from the day of the conclusion of the contract.

In order to exercise your right of cancellation, you must inform us (Mercedes-Benz Accessories GmbH, c/o Mercedes-Benz Customer Assistance Center Maastricht N.V (CAC), P.O. Box 1456, 6201 BL Maastricht, The Netherlands, Telephone 00800 9 7777777, fax +49711 21768006, email mercedes_me_connect@cac.mercedes-benz.com.) of your decision to withdraw from this contract by means of an unambiguous statement (e.g. a letter sent by post, a fax or an email). For this purpose, you may use the attached sample cancellation form, but it is not obligatory.

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

Effects of cancellation

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.

If you requested to begin the performance of the Services or on-demand feature during the cooling-off period, you shall pay us a reasonable amount which is in proportion to what has been provided until you have communicated us your withdrawal from this contract, in comparison with the full coverage of the contract.

Sample withdrawal form

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

- To Mercedes-Benz Accessories GmbH, Am Wallgraben 125, D – 70565 Stuttgart, Telephone 00800 9 777 77 77, fax +49711 21768006, email mercedes_me_connect@cac.mercedes-benz.com.
- I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale for the following goods (*) /for the provision of the following Service (*)
- 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

(*) Please delete whatever does not apply