

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

### Mercedes me Store

This cancellation policy is designed to assist you in cancelling a digital services subscription purchased via our Mercedes me 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. Complete the **Cancellation Form** and email the completed form to the relevant address:
  - a) Australia – [me-connect.aus@cac.mercedes-benz.com](mailto:me-connect.aus@cac.mercedes-benz.com); or
  - b) New Zealand – [me-connect.nzl@cac.mercedes-benz.com](mailto: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 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 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](mailto:me-connect.aus@cac.mercedes-benz.com)

New Zealand – [me-connect.nzl@cac.mercedes-benz.com](mailto:me-connect.nzl@cac.mercedes-benz.com)

Last updated July 2023.

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.



Mercedes-Benz

## MERCEDES ME CONNECT AUS - RETURNS FORM CHANGE OF MIND

Customer Name	
Customer Phone number	
Customer Email address	
Customer Shipping address	
Date of Purchase	

Order Confirmation Number	
Invoice Number	

Package Description	Qty	Reason for return

By submitting this form, I confirm that I have understood and agree to the terms and conditions of the Mercedes-Benz **Returns Policy**.

**Privacy**

By submitting this form, I acknowledge and agree that my personal information is being collected by Mercedes-Benz Australia/Pacific Pty Ltd (**MBAuP**) in accordance with its [Privacy Collection Statement](#) and [Privacy Policy](#).

Name	
Signature	
Date	