

Cancellation Policy

Right to Cancel

- (1) The Customer has the right to cancel the contract within fourteen (14) days from the date of the invoice (for Digital Extras with Fixed-Term Subscription) or at any time up to 23:59 hours on the last day of either the free trial period or current billing period (for Digital Extras with Monthly Renewal Subscription) ("**Cancellation Period**") without giving any reason.
- (2) The Customer must exercise his/her right to cancel via Mercedes-Benz website or Mercedes-Benz Store. If the Customer is unable to cancel the contract by himself/herself, the Customer can notify the Provider of the Customer's decision to cancel the contract via one of the following methods:

Post – Mercedes-Benz Malaysia Sdn. Bhd., Customer Care Centre, Wisma Mercedes-Benz, 16A Jalan BK 1/13, Taman Perindustrian Bandar Kinrara, 47180, Puchong, Selangor

Email – me-connect.mys@cac.mercedes-benz.com

Telephone – toll-free number: 1-800-88-1133

For this purpose, the Customer may use the sample cancellation form below; however, it is not obligatory.

- (3) For Digital Extras with Fixed-Term Subscription, to meet the cancellation deadline, it is sufficient for the Provider to be notified of the Customer's decision within the fourteen (14) days Cancellation Period. Any notification received after the fourteen (14) days Cancellation Period shall be invalid.
- (4) For Digital Extras with Monthly Renewal Subscription, if the Customer deletes his/her Mercedes-Benz account or unpairs his/her vehicle without terminating the monthly subscription, termination by the Customer is only possible by email to me-connect.mys@cac.mercedes-benz.com. A seven (7) days' notice prior to the end of the current billing period is required. In this case, there will be no pro rata refund of payments already paid.

Effects of the Cancellation

- (5) In the event of a valid cancellation of a contract with Fixed-Term Subscription, the Provider will refund to the Customer all payments received from the Customer within fourteen (14) working days from the day on which the Provider is informed about the Customer's decision to cancel the contract. The Provider will carry out such refund using the same means of payment as the Customer used for the initial transaction.
- (6) In the event of a valid cancellation of a contract for Monthly Renewal Subscription, the cancellation shall take effect at the end of period of the relevant monthly subscription.

Sample Cancellation Form

(Please complete this form and return it to us if you wish to withdraw from the contract/cancel the subscription):

- To Mercedes-Benz Malaysia Sdn. Bhd.
- I/we hereby give notice that I/we cancel the subscription concerning the purchase of the following Digital Extras:
[insert name of Digital Extras purchased that wishes to cancel/withdrawn from]
- Ordered on/received on [insert date]
- [Insert name of Customer(s)]
- [Insert address(es) of Customer(s)]
- [Insert Customer signature(s) (only for notification in writing)]
- Date: [insert date]