

Cancellation policy

Revocation Information

Revocation Right

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

To exercise your revocation right, you must, within 14 days from the contract conclusion/invoice date, notify us of your unequivocal decision to withdraw from this contract by email addressed to me-connect.nzl@cac.mercedes-benz.com.

To exercise your right, you are required to include the following details in your email:

- a. (Customer name(s).
- b. MMC account details (email or phone number).
- c. A statement that you wish to revoke the contract and details of the particular goods and/or services you wish to withdraw from.
- d. Proof of purchase (order and invoice details).

Effects of the Revocation

If you meet the eligibility requirements to exercise your right to revoke this contract, we shall reimburse to you payments actually received from you in respect of that particular good and/or service, including any standard delivery costs. Costs in excess of standard delivery costs will not be reimbursed.

Reimbursements will be paid 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.

Please note, the above Revocation Right does not affect your rights under the Consumer Guarantees Act 1993. If your product is not of acceptable quality, is not fit for its purpose or is different from its description, then you may be eligible for a refund, exchange or any drop in value of the product (if you choose to keep it).