



MERCEDES-BENZ VEHICLE RETURN STANDARDS

Mercedes-Benz Financial Services



CONTENTS.

GETTING STARTED.

This is your guide to looking after your Mercedes-Benz and getting it ready for return. You'll find:

- How to keep your vehicle running smoothly
- Why regular servicing and maintenance checks are important
- How to return your Mercedes-Benz
- Our Vehicle Return Standards

By understanding how to look after your vehicle and what to expect on the day of return, this will help you to avoid any unexpected charges.



LOOKING AFTER YOUR MERCEDES-BENZ.

Vehicle maintenance.

We know life gets busy and keeping up with vehicle maintenance can feel overwhelming, especially when you're not sure what to look for or where to start. Our [helpful videos](#) guide you through the basics, so you understand what to check when looking after your Mercedes-Benz.

Servicing your Mercedes-Benz.

It's important to know that throughout your agreement it's your responsibility to make sure your vehicle is serviced and maintained in line with the Mercedes-Benz published service intervals. To meet these requirements, all servicing must be carried out by a [Mercedes-Benz Authorised Repairer](#).

They're on hand to support you with:

- MOTs
- Servicing
- Offering expert care using Mercedes-Benz Genuine Parts to help keep your vehicle running smoothly

Service Plans.

A Mercedes-Benz Service Plan makes it easy to plan ahead, stay on top of routine services and manage your payments with ease. If you don't already have one, you can find out more on our [Service Plan page](#).

Visit our [Missed Service Cost Matrix](#) for more information on what happens if a scheduled service is missed.



MAINTAINING YOUR MERCEDES-BENZ.

To help keep your Mercedes-Benz in top condition, we recommend completing these checks every 3 months, 6 months and once a year.



Make sure your wipers are working correctly.

Check the blades are in good condition with no cracks or splits and test them with the washer fluid. They should clear the windscreen smoothly without streaking or unusual noise.



Check your windscreen washer fluid level and top up as needed.



Take a look at your tyres for signs of wear and tear and make sure the tread is above the legal limit of 1.6mm.



Check your coolant level and top up as needed.



Check engine oil level, making sure it's between the MIN mark and the MAX mark.



Make sure there are no warning lights on your dashboard. If you have a warning light on, please contact your Showroom.



Review your service schedule to stay on top of upcoming maintenance.



Check your vehicle for any damage to the wheels, tyres and bodywork.



Check for any unusual noises or changes in how your vehicle drives.



Make sure you have all keys and documents to hand.



Make sure your vehicle goes for a full service (or based on mileage, whichever comes first).



Make sure your vehicle goes for an annual MOT (if your vehicle is three years old and over).



Have your air conditioning checked, particularly before the summer months to make sure you have cool air blowing.

VEHICLE DAMAGE.

We understand damage to your vehicle can happen, and we're here to help.

We recommend that any damage, warning lights or faults are checked as soon as possible by a [Mercedes-Benz Authorised Repairer](#). This will help maintain your warranty coverage, reduce the risk of unexpected charges and keep your vehicle in good condition.

If your vehicle needs repair or refurbishment, our [pricing matrix](#) gives you an estimate of the costs for specific items. You can also ask your Mercedes-Benz Authorised Repairer for these costs at any time during your agreement.

Helping you avoid unexpected charges.

Check your insurance policy to see what's covered and make use of any additional cover you may have, such as alloy wheel protection.

You could be charged for repairs carried out incorrectly by a non-authorised repairer or if non-genuine Mercedes-Benz parts are used.

To help you get ready for the end of your agreement, please see our [return standards](#).



HOW TO RETURN YOUR MERCEDES-BENZ.

There are two ways for you to return your vehicle and have it checked over.

1

Arrange collection by British Car Auctions.

Our collections partner, British Car Auctions (BCA), will contact you around 30 days before your agreement ends to arrange collection of your vehicle.

For Agility (PCP) or Operating Lease agreements, please have the reference number from the top of your V5 to hand.

2

Return to your Showroom.

You can return your vehicle to your [Showroom](#) taking the opportunity to see what's new at Mercedes-Benz and discuss the options available to you.

British Car Auction (BCA) roadside inspection.

On the day of collection, BCA will carry out a 45 minute–1 hour inspection of your Mercedes-Benz against our Vehicle Return Standards.

They'll record:

- Any damage to your vehicle
- Vehicle mileage
- Any missing items.

Please make sure your vehicle is clean and all items are returned, such as spare keys and the V5 (where applicable). For a list of commonly missed items, see [page 9](#).

If your inspection can't be completed.

Bad weather, poor lighting conditions, or the location of where your vehicle is parked may prevent BCA from completing the inspection. If this happens, they'll complete the inspection at our defleet centre.

If no one is present to hand over your keys or your vehicle is not safe to drive, you'll be charged a cancellation fee of £200 plus VAT.

VEHICLE RETURN CHECKLIST.

To make returning your vehicle as smooth and stress-free as possible, we've put together a simple return checklist. This will help you make sure that you have everything in order before your vehicle is returned.



Make sure your car is road legal, such as having a valid MOT and all tyres have at least 1.6 millimeters of tread.



Please make sure your vehicle has at least a quarter tank of fuel as vehicles are usually driven to our defleet centre. BCA will let you know if this isn't required.



Check none of the warning lights are on.



Make sure to remove your cherished plate via the [DVLA](#) at least 6 weeks before returning. See our [FAQs](#) for more information.



Electric vehicles must have both cables (if applicable) and at least 80% charge.



Make sure your car's interior and exterior is clean enough to carry out the inspection.

MISSING ITEMS.

It's important to make sure that all items originally provided to you at the time of collection are returned with the vehicle. We recommend contacting your [Showroom](#) who are available to help you with any questions you may have about the items given to you at the time of collection.

V5 (if applicable)



Spare key



Literature pack



First aid kit



Parcel shelf



Tyre gel
for temporary puncture repairs



Compressor
for temporary tyre inflation
and repairs



EV charging cable(s)
Fast charging cable and/or
3-pin plug cable



Locking wheelnut kit (key and nuts)
for easy removal of the locking nuts that
keep your wheels secure



Disclaimer: This is not an exhaustive list.

INSPECTION AND CHARGES.

A full Vehicle Return Standards inspection will be completed after return. Any end of contract charges will be invoiced by Mercedes-Benz Financial Services within 28 days of collection.

These charges may include:

- Damage outside of our Vehicle Return Standards
- Excess mileage (the charge for going over your agreed mileage)
- Additional day's rental
- Missing items

You'll have 30 days to raise any queries or make payment.

See our [FAQs](#) for more information, including how we calculate excess mileage.

Possible costs.

Please see our [pricing matrix](#) for an estimate of the possible costs.



VEHICLE RETURN STANDARDS.

Select a section below to see what we look for when your vehicle is returned.



Measurements in millimetres (mm)



GLASS

Here's what we look for

Driver's vision: damage such as a small chip no larger than 10 millimeters is acceptable. Cracks within chips or any holes are unacceptable.

Windscreen: light scratches around the outer edges of the windscreen (outside the driver's vision) are acceptable. Up to two small chips, each no larger than 40 millimeters, are also acceptable, but cracks within chips or any holes are unacceptable. We recommend repairing chips promptly to prevent further cracking.

Heating and assistance systems: all heating elements and automated driver assistance systems must be fully working.

Headlamps: minor chips up to 3 millimeters, or scuffs and scratches up to 25 millimeters, are acceptable if they do not affect the light beam. Holes or cracks of any size in glass or plastic headlamps are unacceptable.

Wing mirrors: must be intact and undamaged. Cracked or broken mirrors are unacceptable.

Roof: up to four surface scratches that can be polished out are acceptable. Chips, cracks or holes in the roof are unacceptable. We don't recommend trying to polish scratches out yourself.

For repair methods and costs, view our pricing matrix.

[Pricing Matrix](#)



TYRES

Here's what we look for

Sidewalls: light scuffs that can be cleaned are acceptable. Cracked, cut or torn tyre edges, or deep abrasions, are unacceptable.

Tyre wear: a minimum tread depth of 1.6 millimeters across 75% of the tyre is required. Uneven wear caused by under- or over-inflation is unacceptable.

Always make sure tyres are inflated to the advised level.

Tyre type: Tyres should be of a premium brand (see our pricing matrix on page 16 for example branded tyres) and the same type as those originally supplied (eg run-flat tyres). Front/rear tyres need to be the same brand and size across the axle. Any change to the original type or specification is unacceptable.

Wheel surface: minor scuffing, small chips or scratches on the total circumference of the wheel are acceptable if they can be repaired to a professional standard. Damage to the rim greater than 50 millimeters, dents, distortion, or any harm to wheel spokes, wheel face, wheel centre or alloy wheels is unacceptable.

Wheel finish: original colour and specification must be maintained. Any changes to colour or finish are unacceptable.

For repair methods and costs, view our pricing matrix.

[Pricing Matrix](#)



AI-generated image. Not acceptable under our Vehicle Return Standards.

BUMPERS, BODY AND PAINT

Here's what we look for

Scuffs and scratches: light scuffs that don't affect the overall appearance are acceptable – up to 75 millimeters on bumpers and 25 millimeters on body panels, scuffs or dents down to the base coat that expose bare metal are unacceptable.

Dents: small body dents up to 13 millimeters are acceptable if the paint is intact. Vehicles up to 2 years old may have up to 2 dents per panel, while vehicles over 2 years may have up to 4. Dents on swage lines (the styling lines on bodywork) are unacceptable.

Surface marks: light scratches that can be removed by polishing or a touch up are acceptable. However, deeply scratched, cracked, distorted or split panels or bumpers requiring replacement, plastic welding or repainting are unacceptable.

Paintwork: chips and scratches caused by general use are acceptable if they do not reach the base coat or show corrosion. If the base coat (white in colour) is visible, we recommend repairing immediately to prevent rust. Discoloured or loose panels are unacceptable.

Decals and badges: vehicles must be free from marks or glue residue left from the removal of decals, badges or signage.

For repair methods and costs, view our pricing matrix.

[Pricing Matrix](#)



AI-generated image. Not acceptable under our Vehicle Return Standards.

INTERIOR

Here's what we look for

General condition: a small amount of minor wear and tear is expected based on the age of the vehicle. Damage beyond normal wear and tear, including misuse or poor maintenance, is not acceptable.

Surfaces and trim: light scuffing to door sills, luggage area treads, and similar areas is acceptable. Deep scratches, dents or damage to door pads, door shuts or frames, centre consoles or instruments are not acceptable.

Upholstery and carpets: normal wear and tear is acceptable if repaired to a high standard. Stains, burns, holes and discolouration are not acceptable.

Controls and equipment: all controls, switches and displays including the navigation system must work fully and be free from damage. Broken or damaged parcel shelves or load covers are not acceptable.

Additional items: Damage caused to any interior trim by items such as air fresheners or hand gel is not acceptable.

Seals and paintwork: rubber seals around doors or windows must be intact and not torn. Paintwork scratched down to bare metal is not acceptable.

For repair methods and costs, view our pricing matrix.

[Pricing Matrix](#)



AI-generated image. Not acceptable under our Vehicle Return Standards.

PRICING MATRIX.

This matrix is an indicative guide. While a [Mercedes-Benz Showroom](#) can provide an estimated cost, final charges are subject to a professional inspection by a trained technician at our defleet centre, once the vehicle has been returned.

FAQs.

Visit our [FAQs](#) for more information and guidance on returning your vehicle.

Useful links:

[Manage your agreement](#) >

[Support Hub](#) >

[Online Forms](#) >

[DVLA](#) >