

Introducing the First Class Finish...

Agility

Mercedes-Benz Financial



Mercedes-Benz

A First Class Experience

As you approach the end of your Mercedes-Benz Financial contract term, this guide will help you through our end of contract process, called The First Class Finish. It will provide you with an overview of the three end of contract options, outlined below, along with guidelines for what is considered excess wear and use.

Your Options Include

1 Trade Your Vehicle

By trading your vehicle in for a new model, you will be protected from negative equity, and any positive equity can be used towards your new purchase.

2 Retain Your Vehicle

Simply pay or refinance the guaranteed future value amount and keep the vehicle. For refinance options, please contact our Agility Customer Service Team on 1300 730 200.

3 Return Your Vehicle

Hand back the keys with no further obligations - other than any applicable Unfair Wear and Use and Excess Kilometre charges. Remember to bring your maintenance booklet, owner's manual, both sets of keys, tool kit, and any other accessories provided at the beginning of your Agility contract when you return your vehicle.



Returning Your Vehicle

If you choose to return your vehicle, the following steps will help you prepare for returning it to your authorised Mercedes-Benz Dealership.

Three Months Before End of Contract

- 1 Contact your Mercedes-Benz Dealer to schedule a Vehicle Condition Review, which will prepare you for the final end of contract inspection.
- 2 During your Vehicle Condition Review, discuss (if applicable) the cost of any excess wear and use, and consider the option of repairing damage or replacing items before you return your vehicle. Repairs must be carried out by an authorised Mercedes-Benz repairer.
- 3 Inspect the new line of Mercedes-Benz vehicles and ask your Dealer about attractive Mercedes-Benz Financial offerings.
- 4 Schedule your final vehicle return and inspection with your Mercedes-Benz Dealer.

When Returning Your Vehicle

- 1 Bring the maintenance booklet, owner's manual, both sets of keys, tool kit, and any other accessories provided at the beginning of your Agility contract.
- 2 Have your vehicle's condition evaluated by your Dealer. Afterwards, your Dealer will generate a Vehicle Inspection Report describing the vehicle's condition and any excess wear and use charges.
- 3 Receive an email from your dealer containing a receipt of return, invoice for any excess wear and use charges and the contract of sale.

Inspecting Your Vehicle

Excess Wear and Use Responsibilities

Our unique Three-Point Inspection will help you understand what is considered excess wear and use. The Vehicle Condition Guidelines on the following pages illustrate how we identify and determine whether or not damage is considered excessive.

Three-Point Inspection

1 The Credit Card Test

Generally, if exterior and interior damage cannot be seen when a credit card is placed over it, you will not be charged.*

2 Windshield, Lights, Wheels and Tyres

A quick visual check of these areas based on the guidelines on page six will help you determine what is considered excess damage.

3 Missing Items

Check for original equipment items and verify that scheduled maintenance is up to date.

* The Credit Card Test does not apply to windshields, lights, wheels, tyres, exterior cracks, gouges, collective damage, or holes in the sheet metal.

1. The Credit Card Test

The Credit Card Test is an easy way to determine what will be considered excess wear and use when inspecting your vehicle's exterior and interior.

Vehicle Condition Guidelines

The following items are considered excess wear and use:

- Any scratch through the paint larger than the size of a credit card.
- Any dent that is larger than the size of a credit card.
- Any damaged safety items, regardless of size (e.g. torn seat belts).
- Collective damage that is caused by a single event, regardless of size (e.g. hail damage).
- Any holes, cracks, gouges, tears or cuts in the sheet metal or bumper, regardless of size.
- Any tears to the interior larger than the size of a credit card.



Interior
Guideline not met



Collective dents, dings and bumps caused by a single event (e.g. hail damage) Guideline not met



Scratch (through paint)
Guideline not met



Bumper scuff and damage
Guideline not met

2. Windshield, Lights, Wheels And Tyres

Vehicle Condition Guidelines

The following items are considered excess damage when inspecting your vehicle's windshield, lights, wheels and tyres:

- Wheels that are cracked or bent.
- Wheels that were not originally supplied with the vehicle at the time of delivery (upgraded wheels installed by an authorised Mercedes-Benz Dealership are acceptable).
- Tyres that are the incorrect size, have sidewall damage or exposed cords (sidewall damage includes plugs and cuts). Tyre tread should meet state roadworthy standards.
- Glass and lights that have cracks, stars, holes or plugs (a "star" is a chip with one or more legs; a plug is considered unsafe for vehicles with supplemental restraint systems). Glass repair is not acceptable.



Wheel scuff
Guideline met



Wheel damage
Guideline not met



Star in windshield
Guideline not met



Cracked windshield
Guideline not met

3. Missing Items

Vehicle Condition Guidelines

Before returning your vehicle, make sure you remove all personal items from the vehicle, complete all scheduled maintenance, and ensure all originally equipped items (if applicable) are returned with your vehicle, including:

- Maintenance book
- Owner's manual
- Second set of keys
- Removable CD disc changers
- DVD system
- Navigation system discs
- Headrests
- Tool kit, and
- Spare tyre.

Kilometre Provision

If your odometer reading is over the maximum number of kilometres allowed on your contract, an excess kilometres charge will be assessed at vehicle return (refer to your Agility repurchase agreement for the per-kilometre rate).

Contact Us

If you have any questions regarding the end of contract guidelines or the vehicle return process, contact our Agility Customer Service Team on 1300 730 200 or your authorised Mercedes-Benz Dealer.

www.mercedes-benz.com.au/myfinance

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