



smart

»» Your smart Journey.

A guide to your next steps.

Use the **tester card** above to assess your smart car for any damage that may need to be repaired prior to returning your vehicle at the end of your agreement, should you choose to do so.

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»» Important contacts.

Vehicle Returns Team

0370 847 0700

To arrange the return of your vehicle, discuss any queries regarding the vehicle return standards or vehicle documents enquiries. For the opening hours of our UK based call centre please visit uk.smart.com/contactus (calls may be recorded).

Customer Services Team

0370 847 0700

All other end-of-agreement enquiries. For the opening hours of our UK based call centre please visit uk.smart.com/contactus (calls may be recorded).

smart Vehicle Enquiries

To request a brochure for a new smart or to arrange an extended test drive visit uk.smart.com/existing

» Tick, tock, your agreement is about to end.

Useful information about what happens next.

We hope you've enjoyed your smart experience. Now, as your agreement reaches its final stage, we want to give you some guidance in terms of returning your smart to us, if you choose to do so, in the best possible condition or help you to purchase a brand new smart.

Should you have any questions, contact your local Retailer who will be able to offer you expert advice and guidance.

For customers with an Operating Lease, Contract Hire or lease&care agreement options are:

- > Your Retailer will be in touch towards the end of your agreement to guide you through the end of agreement process. You simply hand back your smart (and battery, for smart electric drive vehicles) without making any further payments apart from any potential excess mileage, damage or service history related charges
- > You can then lease another smart or purchase one of your own.

For customers with an Agility agreement options are:

Please note your Direct Debit will be taken as normal until the end of your agreement.

- > Purchase your smart by paying the Optional Purchase Payment. A 'Purchase Activation' fee will be debited from your account, the amount is detailed in your agreement, under the 'other financial information' section. This will complete the purchase of your smart

- > Purchase and part-exchange your smart for a new model by paying the Optional Purchase Payment
A 'Purchase Activation' fee will be debited from your account, the amount is detailed in your agreement, under the 'other financial information' section. This will complete the purchase of your smart. If you choose to part exchange your local Retailer can tell you how
- > Hand back your smart at the end of your agreement without making any further payments (apart from any potential excess mileage, damage or service history related charges). If you would like more information on the returns process, please see the following pages.

»» Steps for returning your smart.

If you decide to return your vehicle...

We need you to let us know what you intend to do with your smart at the end of your agreement so that we can ensure you get the best service possible.

Please remember to inform us of your intentions in good time. We will be in touch towards the end of your agreement to guide you through this process.

To help you prepare for returning your smart please follow this simple guide. It should help clarify what is required and when.



Step 1.

Personalised number plates

Agility and Operating Lease customers

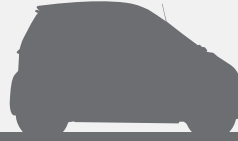
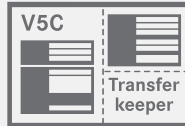
If you have a 'cherished' number plate, it's important to place it on retention with the DVLA at least 10-12 weeks before your vehicle's return (call 0300 790 6802). When you have the new registration number please let Customer Services know so that they can update the vehicle's details.

Contract Hire customers

Please inform Customer Services on **0370 847 0700** of your intention to assign, retain or transfer your cherished plate at least 6-8 weeks before your vehicle's return and we will send you a form to complete and return to us to start the process.



→ smart
Retailer



Step 2.

Step 3.

We'll be in touch.

From seven weeks before the end of your agreement, our Vehicle Returns Team will be in touch to facilitate the return of your vehicle.

Returning the V5C Registration Document back to us

(applicable to Agility, Operating Lease and lease&care customers only)

Six weeks before return, we'll send you a letter that will tell you what to do with the V5C Registration Document (logbook) when you return your car. Please note that you must send the yellow section 9 to the DVLA after your vehicle has been collected, and hand the rest of the V5C to the Collection Agent, or penalty charges may apply. We will also have to pass on any extra administration costs imposed by the DVLA. For queries relating to your V5C, please call us on **01908 697526**. If you misplace your V5C document, simply contact the DVLA on **0300 790 6802** to request a duplicate (you should receive this within five working days).



Step 4.

Make sure your service history and MOT are up to date

If your smart requires a final service before its return date, you should book this in allowing enough time for it to be carried out prior to its return. If your agreement was signed after 6th October 2009 we recommend that your servicing is carried out at a smart Retailer[®], this helps avoid or reduce any additional fees when returning your vehicle. Our smart-trained technicians use GenuineParts which forms a part of our Vehicle Return Standards requirements.

You will also need to make sure that you have a valid MOT certificate as legally all vehicles over three years old from the date of registration require a valid MOT certificate when the vehicle is returned.

Arranging the return of your smart

We will contact you to arrange for your vehicle to be inspected and returned and will remind you of what you will need to do in preparation for the return of your smart.

Prior to this, you will also have the opportunity to have a pre-maturity check two to four weeks prior to the maturity of your agreement to provide you with full transparency and the opportunity to carry out any necessary repairs.

If you do elect to carry out any repairs prior to returning your vehicle then we would highly recommend that you only use smart Approved Repairers otherwise you could still be charged for rectifying any repairs that have not been carried out to an acceptable standard by a non-approved repairer.

If you don't wish to choose the option for a pre-maturity check then we will arrange for the inspection to be performed on the same day as your return date. We should advise that you will no longer have an opportunity to perform any repairs yourself.

Please note, if you are unavailable on the day of collection you may be charged for aborting the collection.



Step 6.

Make sure you have the keys and documentation ready

Please make sure you supply all keys, along with the fully completed service record history, which must be stamped by the servicing Retailer. We recommend this is carried out by a smart Retailer if your agreement started after 6th October 2009.

Please ensure that your latest service print-out is included in the pack before your car is returned. If any stamps in the service history book or online are missing please refer back to your smart Retailer as they can provide proof of servicing. If this is not provided we will view the vehicle as not having a full service history, which you may be charged for.

All original equipment, accessories and controls must be present and operate correctly; including but not limited to spare keys, transmitters and codes, satellite navigation and in-car entertainment system, Secure Digital cards, Bluetooth®. and other integrated systems, alarm system, locking wheel nuts, parcel shelves, handbook, V5C and Service Manual. If replacements have been necessary, they must be of similar quality and specification. Any missing keys will be deactivated and replaced for security reasons and further costs may apply.

» Wherever we use the term 'smart Retailer' in this booklet this means any workshop which provides servicing and repair services and holds an after sales smart franchise.



Step 7.

Ensure that your smart is cleaned prior to inspection

It is important that your vehicle is cleaned inside and out thoroughly before it is inspected.



Inspecting your smart

Your vehicle will be inspected to our specified Vehicle Return Standards (please see page 10 for further information). In most cases we will be able to advise you there and then of any chargeable damage, and if repairable, the cost of those repairs. We will also take any relevant photographs of any damage and if you have any immediate concerns you will have the opportunity to discuss them with us at this stage.

If the weather conditions are poor and/or your vehicle is not clean it may only be possible to perform a partial inspection. In this instance we would complete the inspection at a later date. If we have highlighted any damage we believe is outside of our Vehicle Return Standards you will be supplied with an invoice for any applicable charges.

Collecting your smart

A collection driver will come and collect your vehicle after the inspection.

The driver will then carry out a check before leaving to identify any major damage that may have occurred since your main inspection. This will also help us identify any repairs you have had carried out.

Please ensure that the remaining part of the V5C is handed to the Collection Agent.



Step 10.

Notification of any final charges

If we have highlighted any damage we believe is outside of our Vehicle Return Standards we will send you an invoice for any applicable charges.

It is important that you are present when your vehicle is inspected. This will be your opportunity to view any damage on the vehicle that may fall outside of our Vehicle Return Standards.

Other charges that may also be applicable will be where the vehicle has:

- i) exceeded the mileage allowance stated in your agreement; or
- ii) not been serviced in accordance with the agreement; or
- iii) been retained by you for longer than the agreed term.

We will provide you with contact details with any invoice raised, in the event that you wish to further discuss any charges that have been applied.

Where you had elected to have a pre-maturity inspection we will undertake a basic vehicle check to record any obvious damage. We will then review both this vehicle check and the original pre-maturity vehicle inspection and will add any obvious damage that was not evident when the vehicle had its pre-maturity inspection. If you have had any repairs carried out between the pre-maturity inspection and the day of collection, we would recommend that you keep a copy of the relevant invoices, for future reference.

»» Vehicle Return Standards.

When it's time to return your smart.

We certainly don't want you to be caught unaware when you return your smart, so please read the following pages which outline our Vehicle Return Standards, and what we consider acceptable and unacceptable damage. These standards can help you avoid any additional charges.

For visual examples of acceptable and unacceptable wear and tear, please see the hints and tips enclosed or visit the 'agreement end' section at uk.smart.com/existing

The following symbols are shown throughout the brochure when the section is relevant to that vehicle type only:



Electric drive vehicles only



Petrol or diesel vehicles only

Please note: Anything mentioned in the 'Not Acceptable' section of the following pages will be charged for.

The items below will need to be returned along with your smart, please check the list to ensure you have all the items ready for return.

Items to be returned with your smart

- > V5C log book (minus section 9 which should be signed and returned to the DVLA)
- > All keys for the vehicle
- > Transmitter and codes
- > Alarm system
- > Locking wheel nuts
- > Handbook
- > Complete Service Manual
- > MOT certificate (if applicable)
- > Wheel Key
- > Navigation equipment (where applicable)
- > Original specification tyres (not mud and snow or winter tyres)

If you have a 'cherished' number plate, please ensure you put this on retention with the DVLA who advise you do this at least 10 - 12 weeks before the end of your agreement as you will be unable to retain the plate once the vehicle is returned (call 0300 790 6802, or go to gov.uk/keep-registration-number). When you have the new registration number please let Customer Services know so that they can update the vehicle's details.

» Fair Wear & Tear.

If you are returning your vehicle as part of your agreement, please ensure that your vehicle meets the 'Vehicle Return Standards' before having it collected by one of our representatives.

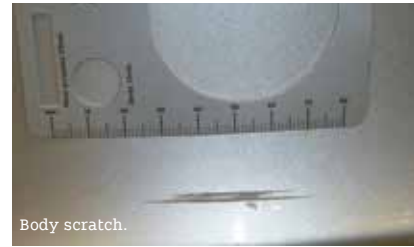
Bumpers and Body Mouldings

✓ Acceptable:

- > Scuff marks up to 50mm (2"), which do not adversely affect the overall appearance of your smart.

✗ Not Acceptable:

- > Discoloured, loose, cracked, distorted, gouged or split bumpers and mouldings that require replacement, plastic welding or painting
- > Dented bumpers and/or any dents penetrating through to the base material where painted
- > Repairs not conforming to original finish and specification.



Body scratch.



Body scratch.



Poor repairs to rust.



Missing body moulding.

Examples shown are of unacceptable damage.

Body and Paint

There will be no charge for light damage. The most severe dents will be repaired as cost effectively as possible, but damage that has penetrated the base coat will be charged. Any vehicle wraps or livery will need to be removed and the vehicle returned to its original factory colour.

✓ Acceptable:

- › Minor body dents, typically those caused by door-to-door contact, provided that:
 - › a) they are less than 13mm ($\frac{1}{2}$ ") in diameter – maximum one dent per panel to maximum of two dents per vehicle for vehicles up to two years old and four dents for vehicles over two years
 - › b) if more than two (or four) dents exist, the most severe should be repaired
- › Light surface scratches not through the top coat which can be removed by polishing/touch up
- › Any chipping of paintwork that can be attributed to normal usage (e.g. chips caused by stones flying off public road surfaces) provided that they do not penetrate the vehicle base coat nor show signs of corrosion
- › Previous repair up to an acceptable standard.

✗ Not Acceptable:

- › Any excessive chipping of paintwork arising from non-public road use e.g. gravel drives, industrial sites or private roads
- › Any chipping and scratching of paintwork that has penetrated the base coat and/or has caused corrosion of any kind which cannot be polished out
- › Dents on swage lines or folder edges. Dents on high profile panels, i.e. bonnets/wheel arches, etc
- › Industrial, chemical fall-out or other forms of contamination
- › Body panel misalignment not consistent with manufacturer's finish
- › Previous body repairs and paint rectification if there is evidence of poor colour match, ripples, preparation marks, visible overspray, masking lines or excess dirt in paint. Excess paint chips which detract from the overall appearance of the smart, or panel
- › Under-body damage affecting the structural integrity of your smart or warranty
- › Damaged aerals. Drilled holes for telephone aerial fittings where the aerial has been removed
- › Any missing caps or covers on the bodywork.

Glass

✓ Acceptable:

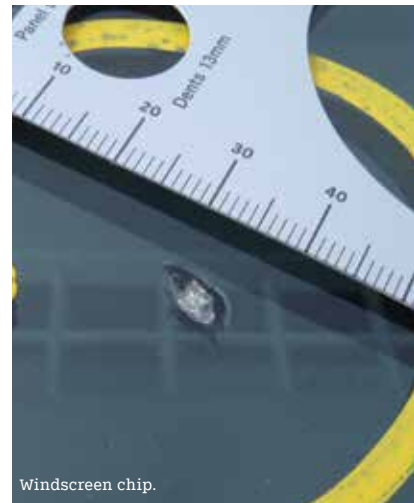
- > Chips on windscreen, which are less than 5mm, providing they do not obscure the driver's line of vision to a maximum of two per windscreen (MOT Standards)
- > Headlamp lenses with minor chips, which do not detract from the overall appearance of your smart or affect the efficiency of the lamp
- > Light scratches around periphery of the windscreen.

✗ Not Acceptable:

- > Scratches and cracks in glass or stone chips with signs of cracking will need to be repaired
- > Cracks or damage to the windscreen within the driver's line of sight
- > Chips greater than 5mm
- > Incompatible window etchings
- > All lamps must be operational, holes or cracks in the glass or plastic covers of lamp units are not acceptable.



Windscreen chip.



Windscreen chip.

Examples shown are of unacceptable damage.

Interior

The interior of your smart must be in a good condition for the age and mileage of the vehicle.

✓ Acceptable:

- > Normal wear and tear to carpets, trim, upholstery, etc
- > Seat cover/trim repairs to a high standard
- > Texture repairs or colour matching plugs resulting from the removal of telephone/accessory equipment.

✗ Not Acceptable:

- > Burns to trim, seat covers, headlining and floor coverings requiring repair
- > Stains or discolouration of a permanent nature
- > Tears, cuts, rips and holes through seat covers, headlining and floor covering
- > Broken or damaged interior mouldings, trim pads, instrument panel, sun visor or headlining, etc
- > Holes resulting from the removal of telephone accessory equipment. Telephone fitting kits should be left in-situ wherever possible
- > Any extended warranty items.



Holes in floor covering.



Damaged interior moulding.

Examples shown are of unacceptable damage.

Wheels and Tyres

Your smart must conform to the original specification of the vehicle. It must have matching tyres (of a size and premium brand, approved by the manufacturer) on each axle, for example, Pirelli or Bridgestone.

✓ Acceptable:

- > Scuffed sidewalls which can be cleaned
- > Minor scuffing or damage under 25mm to the vehicle alloy or steel rim edge or wheel face
- > Minimum remaining tread of 1.6mm across 75% of the tyre, in line with current legislation (MOT).

✗ Not Acceptable:

- > Tyres showing uneven wear indicating steering damage, i.e. tyre tread feathering
- > Remoulds and other substandard tyres
- > Any gouge, crack, cut, torn or plugged tyre side wall
- > Less than 1.6mm tread depth across 75% of the tyre including spare
- > Cracked or distorted wheel trims
- > Scuff chips and scratches exceeding 25mm
- > Tyres with excessive wear not matching age or mileage of your smart.

Underside

Our engineers will check the underside of the vehicle for any impact damage.

✓ Acceptable:

- > Minor dents and deformation, such as stone damage, as long as they have not caused major corrosion. Any suspected impact damage should be investigated and dealt with professionally by a smart Retailer.

✗ Not Acceptable:

- > Significant damage or distortion to chassis components.



Examples shown are of unacceptable damage.

Oil Leaks

✓ Acceptable:

- > Some minor oil misting or dampness around seals or gaskets, providing oil drips are not present.

✗ Not Acceptable:

- > Any serious oil leakage which should be rectified at the earliest opportunity.

Luggage Area

✓ Acceptable:

- > Surface scoring and light blemishes that reflect normal use.

✗ Not Acceptable:

- > Floor coverings and surrounding trim panels should not be torn or split.

Door Aperture Tread Area

✓ Acceptable:

- > A minor amount of scuffing to the door and luggage area treads and sills.

✗ Not Acceptable:

- > Damaged paintwork down to bare metal and aperture seals that are torn.

Rubber Seals

✓ Acceptable:

- > Normal wear resulting in a minimal amount of minor damage and splits to rubber door and other seals.

✗ Not Acceptable:

- > Evidence of neglect or abuse. If a seal becomes displaced it should be refitted immediately to avoid it becoming trapped or torn.

Charging Cables

You are required to return with the vehicle all charging cables in full working order, without alteration.

✓ Acceptable:

- > Surface scoring and light blemishes that reflect normal use.

✗ Not Acceptable:

- > Any modifications to the cable, three pin plug or In Cable Control Unit
- > Evidence of neglect or abuse.



Paint scratched luggage area.



Heavily stained luggage area.

Examples shown are of unacceptable damage.

»» How to make a complaint.

Your views are important to us. If our service hasn't lived up to your expectations, we want to know.

Stage 1 – Contact us

If you have reason to complain, you can contact us by calling **0370 847 0700**, emailing customerservices-mbfs@daimler.com or writing to us at: Mercedes-Benz Financial Services UK Limited, Tongwell, Milton Keynes MK15 8BA.

Stage 2 – Our response

If we are able to resolve your complaint within three working days, we will write to you providing confirmation that we believe your complaint is resolved. We will also provide you with further options should you remain dissatisfied.

If we are unable to resolve your complaint within three working days, we will inform you and your complaint will be escalated for further investigation. We will provide written acknowledgement of your escalated complaint within five working days.

Within four weeks of receiving your complaint, we will write to you with the outcome of our investigation. If we need to carry out further investigations, we will inform you of any delay with an estimated completion date which should be within four weeks of the initial complaint creation.

In some instances where we are unable to resolve your complaint within four weeks, we will write to you with an update and an anticipated resolution date which should not exceed eight weeks from the date we received your complaint.

Stage 3 – What to do if you're not satisfied

If the matter is not resolved to your satisfaction, you may refer your complaint to the Finance and Leasing Association Complaints Handling Team. They will independently explore the situation in line with their Code of Practice. You can contact them at: Finance and Leasing Association, Imperial House, 15-19 Kingsway, London WC2B 6UN.

If your complaint is regarding Vehicle Return Standards, you should instead contact the BVRLA (British Vehicle Rental and Leasing Association) at: British Vehicle Rental and Leasing Association, River Lodge, Badminton Court, Amersham HP7 0DD.

Stage 4 – Independent review

If we have not provided you with our final response within eight weeks of the date you first complained, or if you are not satisfied with the outcome, you can refer your complaint to the Financial Ombudsman Scheme for an independent review at: Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9SR or visit financial-ombudsman.org.uk.

Telephone: **0370 847 0700** or visit **thesmart.co.uk**

Email: **customerservices-mbfs@daimler.com**

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In respect of regulated consumer credit activity, Mercedes-Benz Financial Services UK Limited is authorised and regulated by the Financial Conduct Authority.

Mercedes-Benz Financial Services UK Limited is a member of the Finance and Leasing Association and supports their Code of Practice, which protects you as a customer. A copy of the Code and its accompanying complaints procedure is available from us free of charge on request.

This brochure provides only an outline of the benefits of cover available and does not constitute full terms and conditions. Though accurate and up to date at the time of going to press (08/2016), details may change without prior notice.

Vehicle images shown throughout this brochure are for illustrative purposes only. For current and more specific information in relation to the range of models, features, optional extras, colours and/or services available in the UK, and their pricing, please contact your nearest smart Retailer.

smart – a Daimler brand

Please use the enclosed checklist prior to returning your smart to make sure you tick off all the necessary steps before arranging the return of your smart.

Vehicle Returns Team 0370 847 0700

To arrange collection of your vehicle, discuss any queries regarding the vehicle return standards or vehicle documents enquiries.

For the opening hours of our UK based call centre please visit uk.smart.com/contactus (calls may be recorded).

Email: customerservices-mbfs@daimler.com

Customer Services Team 0370 847 0700

All other end-of-agreement enquiries.

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