



**» You're nearing the  
end of your agreement.**

**But we're still here if you need us.**

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

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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



## »» Important contacts.

### **Customer Services for finance**

For the opening hours of our UK based call centre please visit: [uk.smart.com/contactus](https://uk.smart.com/contactus) (calls may be recorded).  
Email: [customerservices-mbfs@daimler.com](mailto:customerservices-mbfs@daimler.com)

**0370 847 0700**

### **smart Vehicle & smart move assist Enquiries**

Lines open 24hrs, 7 days a week (calls may be recorded).

Alternatively, if you are calling from a mobile and cannot reach us on the number above, please use this number.

**00800 2777 7777**

**+44 207 975 7077**

### **smart Vehicle Enquiries**

To request a brochure for a new smart or to arrange an extended test drive visit [uk.smart.com/existing](https://uk.smart.com/existing)

# »» What happens now?

## We're here to help with any questions.

We hope you've enjoyed your smart experience. As your agreement is reaching its final stage we're still here to answer any questions you may have. If you don't want the journey to end your local smart Retailer is on hand to offer expert advice and guidance.

### **We're with you all the way**

Our friendly advisors have been on hand throughout your agreement, ready to give you help and advice whenever you needed it. We want to continue providing the best possible service right up until your agreement finishes, so don't hesitate to get in touch with any queries you might still have.

If you're thinking of upgrading to a new smart, you can find out more by contacting your local Retailer, or visiting [smart.com](https://www.smart.com)

### **If you have a Finance Lease agreement, your options are...**

- > Establish a VAT-registered unconnected third party to purchase your vehicle at its current market value (we will appoint you as our agent to complete the sale), and then notify us of their details. An invoice will be raised and upon receipt of the sale price, you'll receive 95% of the sale proceeds
- > Hand back the vehicle and we'll collect and sell the vehicle on your behalf, at auction. You'll receive 95% of the sale proceeds minus our administration costs
- > Continue to use your vehicle for a further agreed period in return for a 'peppercorn' payment, equal to one month's rental per annum. Conditions apply.

### **If you have a Hire Purchase agreement...**

- > Once you've completed your monthly payments, paid the 'Option to Purchase fee' (and final balloon payment if applicable), the vehicle is yours to keep
- > The 'Option to Purchase fee' will be debited from your account with your final payment. You'll find this amount in your agreement under the 'other financial information' section. This will complete the purchase of your vehicle, leaving you free to part-exchange for a new model, or to simply continue driving your current vehicle.

### **If your car is due for a service...**

Your smart car may be due for a final service before your agreement ends. If that's the case, we highly recommend you use a smart Retailer. You'll enjoy comprehensive care from the people who designed your smart, as well as the following benefits:

- > smart GenuineParts are used
- > Every smart Retailer follows the Motor Industry Code of Practice for Service and Repair
- > Our technicians are highly qualified to diagnose, service or repair and must maintain high standards of knowledge and expertise
- > If you're thinking of selling your car at some point in the future, you may also benefit from having a trusted service history.

To make sure your smart gets the attention and care it deserves, visit [smart.com](https://www.smart.com) to find your nearest smart Retailer.