



# Customer Booklet Warranty for EQ vehicles.

Mercedes-Benz



# TABLE OF CONTENTS

## SECTION I: Introduction

- Introduction ..... 1
- Warranty definition ..... 1
- Warranty period ..... 1

## SECTION II: Warranty Terms & Conditions

- Periodic service & maintenance ..... 2
- Recall Campaign ..... 2
- Warranty Coverage during 3<sup>rd</sup> Year..... 3
- General exclusions of Gargash Warranty Program ..... 3
- Limitation in the High-Voltage Battery Warranty Coverage 3
- Exclusion of Total Loss condition ..... 3

# Customer Handbook (Electric Intelligence EQ vehicles)

## 1. Introduction

Thank you for choosing the Mercedes-Benz EQ vehicle purchased from Gargash Enterprises. We offer an exclusive warranty coverage program for all new Mercedes-Benz EQ vehicles, which are delivered to the customer in the United Arab Emirates covering the initial three years valid from the date of vehicle delivery or initial registration, whichever comes earlier, without mileage limitation\* as per manufacturer's warranty terms and conditions.

\*Warranty on battery provided by Manufacturer. For more details, please refer to the battery certificate.

## 2. Warranty Definition

Warranty coverage is deemed to be any technical malfunction in the vehicle that is caused or resulted by a production or material fault or defect within the defined warranty period. Any external influences or natural wear and tear is not covered in this warranty program.

The customer is entitled to rectification of defects and its consequential damage, free of charge with respect to the Gargash Enterprises warranty program terms and conditions.

Parts and components, which are replaced or installed under the scope of the vehicle warranty, do not extend the existing vehicle warranty nor initiate the spare part warranty.

## 3. Warranty Program Period

A three years (36 months) Mercedes-Benz vehicle warranty without mileage limitation\*from the date of vehicle delivery or initial registration, whichever comes first. The coverage of the warranty program is to protect the Mercedes-Benz customer from any unforeseeable technical malfunction as per the manufacturer's warranty terms and conditions in the later chapter.

\*Warranty on battery provided by Manufacturer. For more details, please refer to the battery certificate.

# Warranty Terms & Conditions

The customer fully agrees to comply with information and recommendations in the Owner's Manual and the Service Booklet in paper or digital format, which are provided by Mercedes-Benz AG, together with the vehicle at the delivery.

Following terms and conditions are applicable for any case or claim lodged under the scope of the Warranty Program. Failure to meet any guidelines and requirements described may invalidate the Warranty Program and its coverage.

## 1. Requirement of Periodic Maintenance

The customer is responsible for carrying out all regular scheduled maintenance services at every 20,000/25,000 km\* or every one year (12 months), whichever comes first, as recommended by the manufacturer for the United Arab Emirates region.

The scheduled services should be carried out at an authorized Mercedes-Benz service center. Additional scope of maintenance services\*, which are defined by the manufacturer or its representative, are also to be carried out as recommended.

It is the responsibility of the customer to provide proof of Invoice / document for the maintenance carried out at other Authorized Mercedes-Benz Service Centre, upon request.

Failure to comply with aforementioned maintenance requirements may void the Warranty Program coverage on the vehicle.

\*A service interval and scope of maintenance service may be subjected to change with respect to the technical requirements of the manufacturer without prior notice. Service interval based on vehicle model as per manufacturer guidelines.

## 2. Recall Campaign

It is the responsibility of the customer upon release of any official Recall Campaign, to report to the nearest authorized Mercedes-Benz General Distributor as soon as possible in order to carry out the notified recall work.

### 3. Warranty coverage during 3<sup>rd</sup> year

The third year warranty applies to vehicles sold by Garghash Enterprises and to non-Garghash vehicles that have availed the third-year warranty separately. Repairs under 3<sup>rd</sup> year warranty can only be performed at an Authorized Mercedes-Benz Service Centre operated by Garghash Enterprises in Dubai, Sharjah and Northern Emirates in the United Arab Emirates.

### 4. General Exclusions of Gargash Warranty Program

Defects or damages, which occur due to following and any affected parts and components thereof are excluded from the coverage of the Warranty program.

- Tampering, modifications, improper use or storage of the vehicles
- Usage of non-genuine Mercedes-Benz parts or non-approved fluids
- Defects or damages caused by external influence
- Wear and tear of parts subjected from natural wear and tear or due to general operation as stipulated by the manufacturer
- Failure by the customer to immediately report a malfunction or refuses to rectify any fault or defect identified during a workshop visit. In such cases, the warranty is void for the concerned components and any consequential damages
- Battery failure and its consequential damage due to improper maintenance or parking
- All adjustment work that is not specifically related to the warranty case
- Defects or damages that are related to an accident repair performed at non-authorized Mercedes Benz Body and Repair Centre

### 5. Limitation in the High-Voltage Battery Warranty Coverage

Warranty on battery provided by Manufacturer. For more details, please refer to the battery certificate.

### 6. Exclusion of Total Loss & Stolen Vehicle

The Warranty Program coverage will become null and void in case the vehicle is marked and classified as total loss or stolen vehicle.

## Compensation and Indirect Cost

Coverage of the Warranty Program is strictly limited to a repair cost for the rectification of defect and its consequential damage on the subjected Mercedes-Benz vehicle according to the terms and conditions. Any kind of compensation is not possible for the depreciation on the value of the vehicle, loss of income, downtime for required repair, mobility guarantee, indirect costs and any other costs, which is not directly related to the repair work. The indirect costs include telephone costs, shipping costs, travelling expenses, loan vehicles, road tolls, etc.

## Amendments

The terms and conditions of this warranty cannot be altered or amended by any person except by the specific written endorsement.

## Additional Clause

Any dispute arising out of or related to this agreement shall be referred to arbitration in accordance with the provisions set forth in the rules of commercial conciliation and Arbitration of the Dubai Chamber of Commerce and Industry.

We wish you safe and enjoyable driving with your Mercedes-Benz EQ.



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