



# Mercedes-Benz Integrated Service Package+ (ISP+)

EQ Vehicles

Mercedes-Benz



# ISP+ by Gargash Enterprises

The ISP+ by Gargash Enterprises is the exclusive, hassle-free wear and tear package for your all-electric Mercedes-Benz vehicle, which provides the repairs according to the wear and tear condition of the parts, for a period of 5 years\* or up to 100,000/125,000Km\*\* whichever comes first.

It is designed to maintain your Mercedes-Benz vehicle at the optimum operating condition for the best performance. All you have to do is simply book an appointment and visit your nearest Mercedes-Benz service centre operated by Gargash Enterprises in Dubai, Sharjah and Northern Emirates at the designated maintenance intervals

The ISP+ program is available exclusively for vehicles equipped with the ISP. This program is not available for vehicles with ceramic brakes.

We only use Mercedes-Benz genuine spare parts and approved care products during the repair of your vehicle.

\*From the first registration or delivery date.

\*\*Based on model.

# ISP+ by Gargash Enterprises

The ISP+ by Gargash Enterprises covers the following items (depending on wear and tear condition of the parts).

## Scope of Coverage

### **DESCRIPTION**

---

One set of front brake pads and brake discs

---

One set of rear brake pads and brake discs

---

Two 12V batteries

---

A/C cleaning every service

---

Wiper blades every service

---

Flacon (perfume atomizer) every service (wherever applicable)

---

# ISP+ by Gargash Enterprises

## Terms and conditions

1. The ISP+ by Gargash Enterprises and its coverage is provided for 5 years\* or 100,000/125,000 km\*\*, whichever comes first.
2. The ISP+ by Gargash Enterprises may grant a grace period of 2 months or 2,000 km, whichever comes first, before or after contract end date/mileage, inclusive of expiry of the ISP+ at the discretion of Gargash Enterprises. No further consideration or subsequent compensation is possible.
3. The repairs under the scope of the ISP+ by Gargash Enterprises can only be provided at the authorized Mercedes-Benz service centres in Dubai, Sharjah and Northern Emirates, which are operated by Gargash Enterprises.
4. The scope of the ISP+ by Gargash Enterprises is based on the wear and tear condition of the part.
5. The ISP+ by Gargash Enterprises covers the defined scope of repairs for the subjected vehicle. Thus, the ISP+ coverage can be provided regardless of change in the legal ownership during the above-mentioned period.
6. In the event of ownership change of the subjected vehicle, the remaining balance of the ISP+ coverage can be transferred to the new owner in the form of endorsement of this agreement at an authorized Mercedes-Benz service centre operated by Gargash Enterprises upon approval from Gargash Enterprises.
7. The ISP+ by Gargash Enterprises is a vehicle specific package, thus, it cannot be transferred nor compensated to other vehicles.
8. If the vehicle is relocated outside of the United Arab Emirates permanently, the ISP+ by Gargash Enterprises becomes void automatically. No subsequent compensation can be provided.

9. If the vehicle is extensively damaged so that it is scrapped or written off or does not hold any economical value, the ISP+ becomes void automatically as soon as the above is confirmed. No subsequent compensation can be provided and the reinstatement of ISP+ is not permissible.
  
10. It is strongly recommended to have the required maintenance service performed according to the schedule and requirement, which is defined by the manufacturer. Otherwise, it may partially or fully limit the coverage of any warranty provided on the vehicle.

\*From the first registration or delivery date.

\*\*Based on model.

# ISP+ by Gargash Enterprises

## **Termination and refund**

1. The customer has a right to terminate the ISP+ by providing 30 days prior notice in a written form to Gargash Enterprises with a copy of the payment receipt and the ISP+ Booklet containing the Agreement of Terms & Conditions.
2. The subjected ISP+ is suspended immediately at the receipt of the termination notice from the owner of subjected vehicle and the termination process commences automatically. No further service can be provided under the scope of ISP+.
3. Gargash Enterprises will issue a termination certificate and hand over an entitled refund, if any, within 45 days from the date when the termination notice is received.
4. The owner of the vehicle should sign the termination certificate in order to collect any entitled refund. The refund can only be made in the form of a company cheque.
5. The termination of ISP+ prior to the expiry on the base of the customer request incurs an administrative charge of AED 2,500. The amount is to be deducted from the balance of the ISP+.
6. If the customer has availed any items from the package, the retail price of the availed items and the administrative charge will be deducted from the refund amount.
7. The reinstatement of terminated ISP+ is not allowed once the termination notice is made by the customer.



800-BENZ (2369) | [www.gargash.ae](http://www.gargash.ae)