

# IMPORTANT INFORMATION

Extended Warranty coverage only guaranteed if :

1. Service is performed at specified intervals according to manufacturer guidelines  
**at Gargash Mercedes-Benz Service Centres.**
2. Body repairs are performed at Mercedes-Benz Authorized body and paint repair centres.
3. Repairs at Mercedes-Benz Authorized body and paint repair centres are only guaranteed if **Agency Repair** coverage is included in your insurance policy.



# Gargash Extended Warranty Program for EQ Vehicles.

Mercedes-Benz



## TABLE OF CONTENTS

### SECTION I: Introduction

Introduction .....	1
Warranty definition .....	1

### SECTION II: Warranty Terms & Conditions

Periodic service & maintenance .....	2
Recall campaign .....	2
General exclusions of Gargash Extended Warranty Program .....	2
Limitation in the High-Voltage Battery Warranty Coverage ..	3
Exclusion of Total Loss condition .....	3

# Gargash Extended Warranty Program Customer Handbook

## 1. Introduction

Thank you for choosing the Mercedes-Benz EQ vehicle purchased from Gargash Enterprises. We offer an Exclusive Extended Warranty Program for our customers to cover:

- A further 24 months after the 3 years of your vehicle initial registration, up to 100,000/125,000 Km\*

The Gargash Extended Warranty Program is provided and managed solely by Gargash Enterprises, the Authorized General Distributor of Mercedes-Benz in Dubai, Sharjah and Northern Emirates in the United Arab Emirates, for the Mercedes-Benz customer who owns a vehicle, which is maintained at an Authorized Mercedes-Benz Service Centre according to the manufacturer's recommendation.

\*End mileage based on vehicle model as per manufacturer guidelines.

## 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 Gargash Extended Warranty Program.

The customer is entitled to rectification of defects and its consequential damage, free of charge with respect to the Gargash Extended 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.

## 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.

Termination of the Gargash Extended Warranty Program by Gargash Enterprises is not permissible under any circumstances once the agreement is confirmed. Additionally, no refund or compensation of any kind will be provided for unused portions of the GEWP.

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

The scheduled service must be carried out at an Authorized Mercedes-Benz Service Centre operated by Gargash Enterprises in Dubai, Sharjah and Northern Emirates in the United Arab Emirates. 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 maintenance carried out at the Authorized Mercedes-Benz Service Centre, upon request.

Failure to comply with aforementioned maintenance requirements may void the Gargash Extended Warranty Program 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

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

## 3. General Exclusions of Gargash Extended 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 MB parts or non-approved fluids
- Defects or damages caused by external influence
- 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
- 12 V Battery failure and its consequential damage
- 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
- Wear and tear of parts subjected from natural wear and tear or due to general operation as stipulated by the manufacturer

The below examples of General exclusions but not limited to:

- Weather strips and seat covers (e.g. Wear, marks or stitch separation)
- Failure of entertainment system which do not affect the driveability of vehicle
- Interior parts, trims, upholstery, covers, buttons/switch, sunshades, carpet, seat cover, arm rest and attached parts, dashboard, vents, steering wheel cover, wheel rims etc.
- Windshield washer and coolant reservoir

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

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

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

The Gargash Extended Warranty Program 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 Gargash Extended 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. I have read and understood the terms and conditions of this contract and agree to be bound by them.

We wish you a safe and enjoyable driving experience in your Mercedes-Benz EQ vehicle.



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