



Mercedes-Benz Integrated Service Package.

Accomplished to perfection... delivered to your satisfaction.

Mercedes-Benz



Integrated Service Package (ISP) by Gargash Enterprises

The ISP by Gargash Enterprises is the exclusive, hassle-free maintenance package for your Mercedes-Benz, which provides the maintenance service according to the manufacturer's recommendation, for a period of 5 years* or up to 100,000/125,000 km** whichever comes first, free of charge.

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

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

*From the first registration or delivery date.

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

Integrated Service Package (ISP) by Gargash Enterprises

Scope of Coverage

The ISP by Gargash Enterprises covers the items as per manufacturer recommendations on specific intervals based on vehicle model (depending on mileage covered or vehicle age). ISP will not cover wear and tear items (eg : Brake pads, discs, tyres, wiper blades, etc.)

Terms and conditions

The maintenance of your vehicle is covered for a defined period under the terms and conditions of the ISP by Gargash Enterprises.

1. The ISP by Gargash Enterprises and its coverage is provided for 5 years* or up to 100,000/125,000 km**, whichever comes first.
2. The service and maintenance under the scope of the ISP by Gargash Enterprises is provided according to the defined service interval of every 1-year or 20,000/25,000 km***, whichever comes first, according to the manufacturer's recommendation.
3. The ISP by Gargash Enterprises may grant a grace period of 2 months or 2,000 km, whichever comes first, before or after the service due date/mileage, inclusive of expiry of the ISP at the discretion of Gargash Enterprises. No further consideration or subsequent compensation is possible.
4. The service and maintenance under the scope of the ISP by Gargash Enterprises can only be provided at the authorised Mercedes-Benz service centres in Dubai, Sharjah and Northern Emirates, which are operated by Gargash Enterprises.
5. The scope of the ISP by Gargash Enterprises is based on the maintenance required for the defined interval in the Owner's Manual and the Service Booklet in paper or digital format which are supplied with the vehicle. The maintenance requirements in those publications may differ from the locally valid and applicable guidelines, which has priority on the basis of local specific operating conditions.
6. The service interval and scope of recommended maintenance service, which are defined by the manufacturer, may be subjected to change without prior notice. No additional charge or subsequent compensation can be made as a result of the change.

7. The ISP by Gargash Enterprises covers the defined scope of service and maintenance for the subjected vehicle. Thus, the ISP coverage can be provided regardless of change in the legal ownership during the above mentioned period.
8. In the event of ownership change of the subjected vehicle, the remaining balance of the ISP coverage by Gargash Enterprises can be transferred to the new owner in the form of endorsement of this agreement at an authorised Mercedes-Benz service centre operated by Gargash Enterprises upon approval from Gargash Enterprises.
9. The ISP by Gargash Enterprises is a vehicle specific package, thus, it cannot be transferred nor compensated to other vehicles.
10. 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.
11. 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.
12. 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.
13. Termination of the ISP 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 ISP.

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***Service interval based on vehicle model as per manufacturer guidelines.



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