



# 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.
11. 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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800-BENZ (2369) | [www.gargash.ae](http://www.gargash.ae)