

# EQC Service Solutions: 'Pay as you go' Program

## Terms and Conditions

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These terms and conditions govern the Mercedes-Benz EQC Service Solutions 'Pay-as-you-go' Program (the "Program") provided by Mercedes-Benz Australia/Pacific Pty Ltd ABN 23 004 411 410 ("MBAuP"). MBAuP reserves the right to amend these terms and conditions from time to time.

For current terms and conditions and details of Participating Authorised Mercedes-Benz EQ Service and Parts Centres please visit [www.mercedes-benz.com.au](http://www.mercedes-benz.com.au).

## 1. Definitions

**1.1** In the context of these terms and conditions, the following terms shall have the following meanings:

- (a) DSB** means the digital booklet issued by MBAuP outlining the Standard Scheduled Servicing requirements of Mercedes-Benz EQC vehicles;
- (b) Eligible Period** means commencing from the date of first registration of the Eligible Vehicle for a period of 36 months or the attainment of the Total Kilometre Allowance, applicable to the Eligible Vehicle, whichever occurs first;
- (c) Eligible Services** means a maximum of the first three (3) Standard Scheduled Services which become due to be performed during the Eligible Period as set out in Item 4.1(a) of these terms and conditions;
- (d) Eligible Vehicle** means the EQC vehicle to which the Program applies and registered for the first time on or after 9<sup>th</sup> December 2019, but excludes the following:
  - i. 'Grey import' vehicles (vehicles not imported and distributed by MBAuP for resale);
  - ii. Privately imported vehicles;
  - iii. Vehicles purchased under the Mercedes-Benz Corporate Programme; and
  - iv. Vehicles utilised for commercial hire or rental (including taxi and car rental vehicles);
- (e) Participating Authorised Mercedes-Benz EQ Service and Parts Centre** means any Authorised Mercedes-Benz EQ Service and Parts Centre which has elected to participate in the Program and perform Standard Scheduled Servicing at the Program Price;
- (f) Program Price** means the maximum price payable in accordance with these terms and conditions for a Standard Scheduled Service as published at [www.mercedes-benz.com.au](http://www.mercedes-benz.com.au);
- (g) Standard Scheduled Service** means the fundamental technically essential maintenance work carried out at particular intervals as outlined in the DSB provided with the Eligible Vehicle; and
- (h) Total Kilometre Allowance** means 75,000 kilometres for all EQC models;

## 2. Service Solutions Pay-as-you-go

Subject to these terms and conditions, owners of Eligible Vehicles are entitled to obtain Standard Scheduled Servicing of their Eligible Vehicle during the Eligible Period from Participating Authorised Mercedes-Benz EQ Service and Parts Centres for a price that is equal to or less than the Program Price.

## 3. Inclusions and Exclusions

### 3.1 Standard Scheduled Servicing under the Program **includes** the following:

Standard Scheduled Servicing Inclusions	
<b>Applicable Safety Checks, Service and Maintenance Work in accordance with Mercedes-Benz Digital Service Booklet (DSB) for the Eligible Vehicle</b>	
All work as stipulated in the relevant Mercedes-Benz Digital Service Booklet (DSB) for the Eligible Vehicle	✓
<b>Additional operations carried out at MBAuP predetermined intervals</b>	
Replace brake fluid	✓
Replace dust / cabin filter	✓

### 3.2 Standard Scheduled Servicing under the Program excludes the following:

Standard Scheduled Servicing Exclusions	
Damage repairs resulting from misuse, improper operation, accidents	X
Modifications to the vehicle not approved by MBAuP	X
Updates to the series model including map upgrades	X
Failures traced to permissible gross vehicle mass or permissible axle mass having been exceeded	X
Glass	X
All toll charges, parking or speeding infringements and insurance	X
Climatic conditions such as hail or flood	X
Damage due to plant or animal substances	X
Industrial pollution damage	X
Damage due to cleaning materials and cleaning methods not recommended by MBAuP	X
Damage due to the use of service products not recommended by MBAuP	X
Damage or injuries to person or property	X
Transportation and travel expenses	X
Hotel expenses	X
Loss of income	X
Vehicle down time	X
Tyres	X
Brake pads, discs and wiper blade replacements	X

## 4. Customer Obligations

### 4.1 The Customer agrees:

- (a) To deliver the Eligible Vehicle to a Participating Authorised Mercedes-Benz EQ Service and Parts Centre at each relevant service interval in accordance with the table below, and as indicated by the Eligible Vehicle's on-board Service Interval display in the instrument cluster (ASSYST PLUS) which informs the driver of the Eligible Vehicle when the next service is due, which is further outlined within the Eligible Vehicle's DSB:

	<b>1st Year / 12 months*</b>	<b>2nd Year / 24 months*</b>	<b>3rd Year / 36 months*</b>
All models EQC Models	25,000 km	50,000 km	75,000 km

*\*from the date of first registration, whichever occurs first*

- (b) to make the Eligible Vehicle available at a Participating Authorised Mercedes-Benz EQ Service and Parts Centre by prior appointment in a reasonably clean condition; and
- (c) that all instructions for use of the Eligible Vehicle contained in the DSB shall be carried out accurately and fully.

- 4.2 Should any additional work be required, above and beyond the inclusions provided under the Program, the Participating Authorised Mercedes-Benz EQ Service and Parts Centre is required to contact the Customer with the details of this and obtain the Customer's authorisation before any additional work is carried out on the Eligible Vehicle.

## 5. Program Price Variations

- 5.1 Subject to these terms and conditions, MBAuP may amend, in its discretion, the Program Price payable for each Standard Scheduled Service at any time.

- 5.2 The Program Price is published on [www.mercedes-benz.com.au](http://www.mercedes-benz.com.au) will be subject to a 'valid from' date, whereby a Participating Authorised Mercedes-Benz EQ Service and Parts Centre will charge no more than the published Program Price for any Eligible Vehicle with a first registration date which falls on or after the relevant 'valid from' date, and the Program Price will remain applicable to that Eligible Vehicle (and will not be increased) for the duration of the Eligible Period.

## 6. Program Transferability

- 6.1 If the original owner of the relevant Eligible Vehicle transfers ownership of the Eligible Vehicle prior to the expiration of the Eligible Period, the Program will continue to apply to the Eligible Vehicle for the remainder of the Eligible Period in accordance with these terms and conditions.
- 6.2 This Program is unique to the Eligible Vehicles and is not transferrable from one Eligible Vehicle to another.

## 7. No Refunds

- 7.1** No refund or deduction is payable to an owner in respect to an Eligible Vehicle which has not been presented to a Participating Authorised Mercedes-Benz EQ Service and Parts Centre for a Standard Scheduled Service during the relevant time or distance travelled of the Eligible Vehicle referred to in Item 4.1(a) of these terms and conditions.
- 7.2** Further, if a Standard Scheduled Service is missed within the Eligible Vehicle's applicable time and distance period as referred to in Item 4.1(a) of these terms and conditions, additional work may be required to be undertaken at the next scheduled Standard Scheduled Service, and such additional work will be at the Eligible Vehicle owner's cost.