

Warranty

How long is the warranty period?

If you bought your vehicle from a Mercedes-Benz Retailer your warranty covers you for 36 months from the day your vehicle was first registered in the UK - no matter how many miles you drive.

If you bought your Mercedes-Benz from an Independent Retailer, your warranty may be valid for a different period of time. Your Mercedes-Benz Retailer can give you full details.

What does the warranty cover?

If your car has no modifications then we'll arrange for the repair or replacement of any parts necessary to get you moving again, as quickly as possible, at no charge.

If your vehicle was modified by Mercedes-Benz before you purchased it, for instance fitted with Mercedes-Benz Genuine Accessories, then it will have different warranty arrangements. Please see the Accessories Warranty section for more details.

This warranty does not affect your statutory rights.

Parts Warranty

If your car has been fitted with Mercedes-Benz Genuine Parts, you can relax knowing they come with a two year warranty from when you bought them.

Any Genuine Parts that need replacing within that period are covered until the end of the existing warranty - and become the property of Mercedes-Benz.

Accessories Warranty

If you (or a previous owner) ordered Mercedes-Benz Genuine Accessories fitted to a new car, they'll be covered by the car's three year warranty.

However, if a Mercedes-Benz Retailer supplied and fitted the items after the car was ordered, then the accessories are covered by a two-year warranty, from the date of purchase.

What doesn't the warranty cover?

Our warranties are extremely comprehensive. However there are some costs that are not covered. These include maintenance, servicing or accidental damage, as well as items that need replacing due to natural wear and tear.

We don't cover the cost of any related expenses or losses caused by the fault either. For example, telephone calls, rental cars, hotels, taxis, lost time, inconvenience or any loss of profit, revenue or consequential losses. You may be able to claim expenses like these if you have our Mercedes-Benz Roadside Assistance package.

You should also be aware of a number of important policy exclusions. For example:

- Ignoring any instructions in the owner's manual or given by a Mercedes-Benz Retailer or Independent Garage
- Not responding correctly to any warning lights in the vehicle that appear on the dashboard information system
- Misuse of the vehicle, such as not driving it in accordance with the instructions in the owner's manual, driving at excessive speeds or engaging in motor sports
- Failure to service or maintain the vehicle according to the manufacturer's guidelines or at the intervals shown in the owner's manual
- If, when servicing is not done by a Mercedes-Benz Retailer, the maintenance or repairs are not carried out correctly
- If the faults are caused by any modification, bodywork alterations or accessories fitted to the Mercedes-Benz after its manufacture. These items may be covered by a different warranty, so please ask your Mercedes-Benz Retailer about cover
- If failure is a result of normal wear and tear on items such as spark plugs, wiper blades, lubricants, brake pads, brake discs, clutches and tyres
- If failures are caused by external influences such as tree sap, storms or other environmental impacts, or events such as salt water ingress, accident damage, vandalism or war. This warranty also does not cover damage to glass, except stress fractures
- Any vehicle that has been declared a write-off will no longer be covered

How do I arrange a warranty repair?

Our priority is to get you back on the road as quickly and effortlessly as we can. Following these steps will ensure the process runs as smoothly as possible:

- Notify a Mercedes-Benz Retailer as soon as you notice any problem that may be due to a manufacturing fault
- Allow the Mercedes-Benz Retailer to fully inspect the vehicle as they may not be able to diagnose all problems with a single inspection
- Your Mercedes-Benz Retailer will also need to see your vehicle's service and repair history to ensure the problem is not caused by incorrect service or repair work
- Any repair work has to be carried out by a Mercedes-Benz Retailer, and any parts used must be supplied by Mercedes-Benz. This allows us to reimburse the Mercedes-Benz Retailer directly
- Any faulty parts that have been replaced as part of a warranty repair will become the property of Mercedes-Benz.

General warranty details

- This warranty is the only remedy available for Mercedes-Benz and the selling Retailer in respect to a warranted repair. Except for any personal injury or damage to property caused by the negligence of Mercedes-Benz or the selling Retailer, liability for any other forms of loss is excluded
- This warranty replaces all other terms implied by law and any other liability arising at law in respect to the quality of the vehicle, against both Mercedes-Benz and the selling Retailer. Any such terms or liabilities are therefore excluded providing exclusion is not prohibited or negated by law
- The terms of your Mercedes-Benz warranty are in addition to your statutory rights as a consumer under a contract of sale
- Providing warranty conditions have been followed, any unexpired warranty may be transferred to new owners of your vehicle
- These warranty terms apply to all Mercedes-Benz vehicles registered on or after 1st January 1999. Mercedes-Benz reserves the right to modify or amend these warranty terms without notice

