



Mercedes-Benz Financial Services

# Lease Return Guide

A new Mercedes-Benz journey awaits



Mercedes-Benz

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## A First Class Driver Deserves a First Class Lease Experience

We hope your Mercedes-Benz lease experience has been exceptional and we look forward to continuing this journey with you in the way that serves you best.

The Mercedes-Benz Financial Services Lease Return Guide will help you make a smooth transition to the next phase of your lease. It provides you with a comprehensive overview of your lease return options, as well as our vehicle condition guidelines should you choose to return your vehicle.

To help you prepare for your lease return, Mercedes-Benz Financial Services will contact you to schedule a vehicle pre-inspection, which will be conducted by an independent inspection company. This pre-inspection will provide you with a vehicle condition review to identify excess kilometrage and/or excess wear and tear.

We recommend scheduling your pre-inspection 45-90 days prior to returning your vehicle to allow enough time for

any service or repairs before the time of return. This booklet includes some tools and information to help you prepare for this pre-inspection.

We value your business, if you have any questions, please contact Mercedes-Benz Financial Services at **1-866-202-6969** or visit **[www.mercedes-benz.ca/endoflease](http://www.mercedes-benz.ca/endoflease)**.



# Lease Return Options

We've got options, you've got choices

## Option 1

### Return your vehicle and start your next journey with Mercedes-Benz

If you're interested in returning your current vehicle and getting behind the wheel of a new Mercedes-Benz, the following pages will help guide you through the process.

Contact your Mercedes-Benz dealer to find out about any exclusive loyalty offers that could be available.

## Option 2

### Pay off your vehicle

If you want to buy the vehicle you are driving or finance the purchase price (subject to credit approval), you can do so at any time during your lease by contacting your dealer or Mercedes-Benz Financial Services at **1-866-202-6969**.

In the event you decide to pay off your vehicle, a vehicle pre-inspection is not required, but it is still available if you'd like to review your vehicle's condition.

# First Class Condition Card

You're welcome to conduct your own review prior to the pre-inspection to familiarize yourself with the process and guidelines. The First Class Condition Card located in the cover of this booklet will help you to identify what is considered excess wear and tear.

Place the First Class Condition Card over an exterior or interior blemish. If the damage cannot be seen with the card over it, then a repair or replacement at your expense is most likely not required.\*

As part of your assessment, check the number of kilometres you've driven during your lease period to verify whether you've gone over your predetermined limit.

Keep in mind this self-assessment is **not** a replacement of the pre-inspection.

\*Exceptions apply



# Vehicle Return Process

## Overview

Returning your vehicle at the completion of your lease is a simple 4-step process that should be started approximately three months before your expected return date. If you've chosen to pay off your vehicle, this return process does not apply.

### Step 1: Third-Party Vehicle Pre-Inspection

45-90 days before expected return date



### Step 2: Review Pre-Inspection Results

Contact your dealer to review the results and determine the most suitable option for you



### Step 3: Return Your Vehicle

When your lease ends



### Step 4: Lease-end Statement

After returning your vehicle

## Step 1: Third-Party Vehicle Pre-Inspection

If you've chosen to return your vehicle, Mercedes-Benz Financial Services will contact you to schedule your vehicle pre-inspection and provide information regarding any special loyalty offers. The pre-inspection is flexible and convenient. You can decide to have it conducted at your home, office or local dealership at a time that works for you.

We encourage you to have your vehicle pre-inspection completed between 45 and 90 days prior to your expected return date to ensure enough time for maintenance or repairs. Your insurance policy may even cover the cost of some work. Keep in mind you won't be able to make any repairs once you return the vehicle to the dealership.

Did you know? You could make your next lease experience even simpler by purchasing First Class Lease Protection. Available on most vehicles, it offers added peace of mind through a variety of options that protect you from expenses that may result from excess wear and tear. Consult your Mercedes-Benz dealer for details.





We recommend repairs be performed by an authorized Mercedes-Benz dealer or body shop to ensure the best quality and avoid any unexpected charges. Please contact Mercedes-Benz Financial Services at **1-866-202-6969** or visit **[www.mercedes-benz.ca/endoflease](http://www.mercedes-benz.ca/endoflease)** to obtain a list of these authorized locations.

The following pages will help you determine any excess wear and tear in preparation for your pre-inspection.

## Tires & Rims

Repairs or replacements are **not** necessary if:

- All four tires match the original tires in type\*, size, load and speed rating with at least 0.32 cm (4/32 inches) of tread depth at greatest wear point**
- The tires on the same axle are of the same brand (4Matic vehicles must have all four tires of the same brand)
- The tires and rims match the original specifications (for Mercedes-Benz approved specifications, see sticker inside the driver's door and Owner's Manual). **Please note, winter tires are not considered original equipment**
- The spare tire and rim (or inflation kit for those vehicles without a spare tire) are present and in operable condition
- The rims are not bent and they are free of breaks (regardless of the size)
- The tires are free of bulges, cuts, sidewall damage and abnormal wear
- Any wheel scratches and gouges pass the First Class Condition Card Test

\*Some vehicles may have a special type of tires (e.g. summer performance tires)



▲ Damage to the rims is only chargeable if it extends beyond the First Class Condition Card.



▲ Tire cuts, bulges, and sidewall damage are all chargeable regardless of the size.

## Mechanical & Electrical

Repairs or replacements are **not** necessary if:

- All maintenance service specified by the manufacturer has been performed and documented by a stamped Service Booklet or a copy of the repair order
- Any issues covered under warranty have been repaired
- All engine or drivetrain components are operable
- You still have your Service Booklet/ Owner's Manual/COMAND Manual/ Service and Warranty Information Booklet
- Both keys are returned

Have you kept your service up to date? It's one of the best ways to ensure a smooth vehicle return.

## Interior & Exterior

Repairs or replacements are **not** necessary if:

- The exterior is free of holes, tears or breaks (regardless of the size)
- Scratches are not through the paint (regardless of the size)
- Scratches through the paint and dents pass the First Class Condition Card Test

When assessing your vehicle's exterior, keep in mind a maximum of 5 damage occurrences (that pass the First Class Condition Card Test) per panel is acceptable. These 'panels' include the vehicle's front and rear bumper.

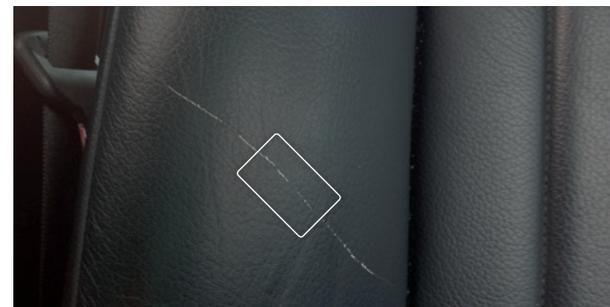
- The grille is free of any breaks
- The interior is free of tears, cuts, holes, burns or stains that cannot be removed (regardless of the size)
- Any interior damage does not penetrate the fabric and passes the First Class Condition Card Test



▲ Dents are only chargeable if they extend beyond the First Class Condition Card. Holes, tears, or breaks are chargeable regardless of the size.



▲ Scratches through the paint are only chargeable if they extend beyond the First Class Condition Card.



▲ Interior scratches that do not penetrate the fabric are only chargeable if they extend beyond the First Class Condition Card.



▲ Bumper damage is only chargeable if it extends beyond the First Class Condition Card. All holes, tears, or breaks and structural damage are chargeable regardless of the size.

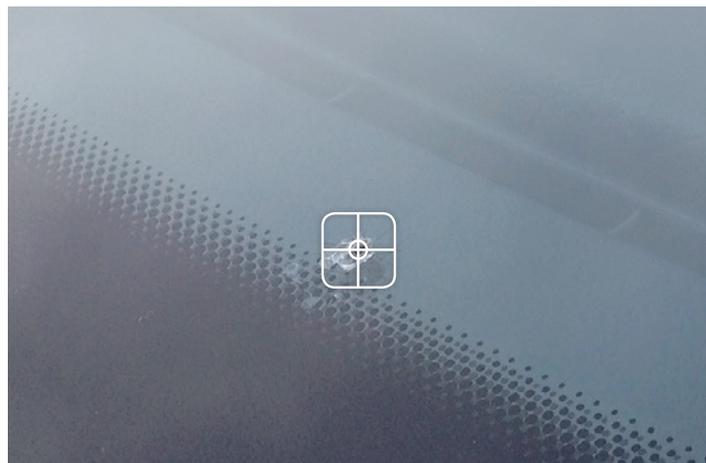
## Glass & Lenses

Repairs or replacements are **not** necessary if:

- All glass and lenses are free of stars, cracks, or holes
- Any scratches can be covered by the First Class Condition Card
- No more than 2 chips have been plugged
- Any chips or plugs are smaller than 3 mm
- Any chips or plugs sit outside the driver's field of vision defined by wiper path
- Any aftermarket window tint is free of any scratches, bubbling, tears, or discolouring

A "star" is a chip with one or more legs.  
A "plug" refers to any repair to windshield damage.

We recommend any windshield replacement be completed by an authorized Mercedes-Benz dealer to ensure the repair meets the manufacturer's specifications. Keep in mind windshield replacement is often covered by insurance. Check with your insurance agent.



▲ Chips are only chargeable if they are more than 0,3 cm in diameter, and do not fit within the circle of the measurement tool on the First Class Condition Card.

## Aftermarket Modifications or Missing & Broken Parts

Repairs or replacements are **not** necessary if:

- All equipment leased with the vehicle and all factory-installed parts are present, undamaged and in good working order
- All modifications installed by an authorized Mercedes-Benz dealership are intact
- Any third-party, aftermarket alterations have been restored to their original condition, including but not limited to:
  - Lowering the vehicle's suspension
  - Changing the vehicle colour or non factory paint schemes
  - Spoiler and trailer hitch
  - Holes in the frame
  - Damage caused by the removal of parts and accessories
  - Other aftermarket alterations not covered by the manufacturer's warranty



▲ No charge with tow hook cover.



▲ Chargeable if tow hook cover is missing.

Please note, not all mechanical, electrical, structural damage, or damage resulting from alterations to the vehicle can be immediately uncovered during the vehicle pre-inspection process. In case any of those damages are found after the vehicle is returned, an invoice will be issued accordingly.



## Step 2: Review Pre-Inspection Results

Once your third party pre-inspection has been completed, you can contact your dealership with any questions you may have regarding the results and the process to complete repairs. Your dealer can help you understand your options and any associated costs.

## Step 3: Return Your Vehicle

We encourage you to contact your dealership and set up an appointment to return your vehicle. Scheduling an appointment in advance will ensure your dealership is able to provide you with the best possible experience.

Provided you have completed the necessary pre-inspection, your dealer will be able to perform a walk around to verify any changes to the vehicle's condition.

Upon vehicle return, you will be provided with a Vehicle Return Receipt. In most cases you will also be provided with a Vehicle Condition Summary and a Lease-end Statement. However, if a third-party pre-inspection was not performed on your vehicle prior to return or if the condition of your vehicle has changed since the vehicle pre-inspection was conducted, a Vehicle Condition Summary and a Lease-end Statement may not be available and a final third-party inspection may be needed to determine your final kilometrage and any excess wear and tear.

## Step 4: Lease-End Statement

In the event you have not received the Lease-end Statement at the time of return, you will receive this documentation in the mail. It will detail any charges incurred for damages, kilometre overages or excess wear and tear.

We hope these 4 steps will help to provide a seamless transition into your next Mercedes-Benz vehicle. If you have any questions regarding this process, please contact your dealer or visit [www.mercedes-benz.ca/endoflease](http://www.mercedes-benz.ca/endoflease).

# Vehicle Condition Review

The following checklist will help you review your vehicle's condition and prepare for your vehicle pre-inspection. If you check 'yes' to the following questions, your vehicle meets most of the Vehicle Condition Guidelines. Checking 'no' may indicate that repairs are required before returning your vehicle.

If you have not been contacted by Mercedes-Benz Financial Services, you can contact any of our program advisors at **1-866-202-6969** to schedule your vehicle pre-inspection.

## Kilometrage

Is the kilometrage driven throughout your lease period less than the maximum kilometrage allowance stated in your contract? Y | N

## Tires and Rims

Do the tires and rims meet the manufacturer's specifications, according to the Owner's Manual? Y | N

Do the tires have at least 0.32 cm (4/32 inches) of tread depth at the greatest wear point? Y | N

Are the tires free of abnormal wear and damage (bulges, cuts and sidewall damage)? Y | N

Are the tires on front and back axles the same brand? 4Matic vehicles must have all four tires of the same brand. Y | N

Are rims in good condition (not broken or bent)? Y | N

## Service

Has all maintenance been completed according to the manufacturer's specifications (as shown in the Service Manual)? Y | N

If yes, is it documented by a stamped Service Booklet or a copy of the repair order/invoice? Y | N

Have any warranty concerns been addressed prior to return? Keep in mind that any item covered under warranty and not repaired prior to returning your vehicle may become chargeable. Y | N

## Missing Parts

Is all equipment that was delivered with your vehicle still in place and in working order? Examples include:

Two keys Y | N

Floor mats Y | N

Owners/service manuals Y | N

Registration Y | N

Windscreen (convertibles) Y | N

DVD remotes/headphones (rear-seat entertainment) Y | N

Media cables Y | N

Cargo cover Y | N

Spare wheels/tool kit Y | N

First aid kit Y | N

COMAND/audio equipment (navigation disks/CD changers if applicable) Y | N

Cigarette Lighter/Cup holder Y | N

We recommend your vehicle is clean, both inside and out, to ensure accurate pre-inspection results.

## Aftermarket Alterations

Is your vehicle free of any alterations performed after the time of delivery? Y | N

If no, were these alterations performed by an authorized Mercedes-Benz dealer or body shop using authorized Mercedes-Benz equipment/parts? Y | N

If any alterations were not performed by Mercedes-Benz, have they been removed? Y | N

If yes, has any damage resulting from these alterations been corrected? Y | N

After completing this checklist you can consult your dealership with any questions regarding the condition of your vehicle and the pre-inspection process. Once the pre-inspection has been conducted, contact your dealer to review the results.

We recommend you make all necessary arrangements with enough time to repair any damages prior to returning your vehicle.

# Frequently Asked Questions

## 1. What should I do if I'm not able to return my vehicle on the scheduled maturity date?

We recommend contacting your Mercedes-Benz dealer to schedule your lease return. You can also contact Mercedes-Benz Financial Services at **1-866-202-6969** for any additional return options.

## 2. Why is it important to have a vehicle pre-inspection completed before returning my vehicle?

The pre-inspection is an important part of the Lease Return Process, as it provides you with a vehicle condition review and identifies excess wear and tear prior to your expected return date. Not having a pre-inspection completed prior to returning your vehicle will put you at risk of unexpected charges appearing on your Lease-end Statement.

Once the pre-inspection is completed, we encourage you to contact your dealer, who will review the pre-inspection results with you and provide information regarding the repair process and your return options.

## 3. Can repairs be performed by a dealership other than a Mercedes-Benz dealership/body shop?

We recommend repairs be performed by an authorized Mercedes-Benz dealer or body shop to avoid any potential charges for substandard or incomplete repairs. Please contact Mercedes-Benz Financial Services at **1-866-202-6969** or visit [www.mercedes-benz.ca/endorlease](http://www.mercedes-benz.ca/endorlease) for a list of authorized Mercedes-Benz dealers and body shops.



## 4. What charges will my Lease-end Statement include?

Any excess wear and tear charges, excess kilometre charges (refer to your lease agreement), damage charges for anything that makes the vehicle unsafe or unlawful to operate, any remaining payments, and any additional fees you may have incurred prior to returning your vehicle.

## 5. Why might I not receive a Vehicle Condition Summary and a Lease-end Statement at the time of return?

If a third-party pre-inspection was not performed on your vehicle prior to return or if the condition of your vehicle has changed since the vehicle pre-inspection was conducted, a Vehicle Condition Summary and a

Lease-end Statement may not be available and a final third-party inspection may be needed to determine your final kilometrage and any excess wear and tear.

## 6. When will I get the refund of my security deposit?

Once Mercedes-Benz Financial Services has been notified of the vehicle return by the dealership, your account will be settled. If there are no excess wear and tear charges, outstanding payments, excess kilometrage or additional fees assessed to the account, your security deposit will be refunded within 14 days. In the event that you move during the term of the lease please contact Mercedes-Benz Financial Services at **1-866-202-6969** to update your file.

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The information provided in this document and its content may be changed at any time without notice. All lease return obligations are subject to the terms and conditions set out in the applicable governing agreement.

For current information regarding the lease return process, contact Mercedes-Benz Financial Services or visit [www.mercedes-benz.ca/endoflease](http://www.mercedes-benz.ca/endoflease)

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