

>> Contents.

Your agreement is about to end	3
Steps for returning your smart	4
Unacceptable damage	10
Vehicle Return Standards	11
Fair Wear & Tear	12

>> Important contacts.

Vehicle Returns Team

0870 121 0535*

To arrange collection of your vehicle, discuss any queries regarding the vehicle return standards or vehicle documents enquiries.

Customer Services for finance

0870 847 0700†

All other end-of-contract enquiries.

email: customerservices-mbfs@daimler.com

smart Vehicle Enquiries

0808 000 8080

To request a brochure for a new smart or arrange a test drive. Lines open 24hrs, 7 days a week (calls may be recorded).

* Lines open Monday to Friday 8.30am – 5.00pm (calls may be recorded).

† Lines open Monday to Friday 8.00am – 6.00pm, Saturday 9.00am – 5.00pm (calls may be recorded).

thesmart.co.uk/existingfinancecustomers

>> Tick, tock, your agreement is about to end.

Useful information about what happens next.

We hope you've enjoyed your smart experience. Now, as your agreement reaches its final stage, we want to give you a little advice in terms of returning your smart to us, if you choose to do so, in the best possible condition or help you to purchase a brand new smart.

We're with you all the way

Our friendly advisors have been on hand throughout your contract, ready to give you help and advice whenever you needed it.

We want to continue providing the best possible service right up until your contract finishes, so don't hesitate to get in touch with any questions you might still have.

Alternatively, if you are interested in purchasing or part exchanging for a new smart, please speak to your local Retailer.

Customers with an Operating Lease, Contract Hire or lease&care agreement

> We'll arrange for collection of your smart at the end of your agreement. You simply hand back your smart (and battery, for smart electric drive vehicles) without making any further payments apart from any potential excess mileage, damage or service history related charges

> You can then lease another smart or purchase one of your own

Customers with an Agility agreement

> Purchase your smart by paying the Optional Purchase Payment#

> Purchase and part-exchange your smart for a new model.

Your local Retailer can tell you how#

> Hand back your smart at the end of your agreement without making any further payments (apart from any potential excess mileage, damage or service history related charges). If you would like more information on the returns process, please see the following pages

> Your Direct Debit will be taken as normal until the end of your agreement

Please note that a 'Purchase Activation' fee will be debited from your account. To find out this amount, please look at your contract under the 'other financial information' section. This will complete the purchase of your smart, leaving you free to part-exchange for a new smart, or to simply enjoy your car.

Use the **tester card** above to assess your smart car for any damage that may need to be repaired prior to returning the vehicle at the end of your contract, should you choose to do so.

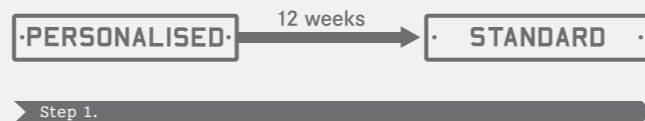
>> Steps for returning your smart.

We need you to let us know what you intend to do with your smart at the end of your agreement so that we can ensure you get the best service possible.

Please remember to inform us of your intentions in good time.

If you will be returning your smart, we want to make the process as straightforward as possible.

To help you prepare your vehicle for collection please follow this simple guide. It should help clarify what is required before you return your smart and when these steps take place.



Personalised number plates

Agility and Operating Lease customers

If you have a 'cherished' number plate, it's important to place it on retention with the DVLA (call 0300 790 6802). Any cherished plates can take 10 to 12 weeks to change. Please make sure you start this process well in advance of returning your vehicle. When you have the new registration number please let Customer Services know so that they can update the vehicle's details.

Contract Hire customers

Please inform Customer Services on **0870 847 0700** of your intention to assign, retain or transfer your cherished plate and we will send you a form to complete and return to us to start the process. Please note that all personalised plates must be removed from the vehicle 6-8 weeks prior to the end of the contract.



Returning the V5C Registration Document back to us

(applicable to Agility, Operating Lease and lease&care customers only)

Six weeks before collection, we'll send you a letter that will tell you what to do with the V5C Registration Document (logbook) when you return your car. Please note that if you don't send the whole document back with your vehicle (including the section transferring keeper to Mercedes-Benz Financial Services UK Limited) penalty charges may apply. We will also have to pass on any extra administration costs imposed by the DVLA. For queries relating to your V5C, please call us on 0870 121 0535. If you misplace your V5C document, simply contact the DVLA on 0300 790 6802 to request a duplicate (you should receive this within three working days).

Who will collect your smart?

Seven weeks before the end of your agreement, we will forward your details to our Inspection & Collection Partner, BCA Logistics Ltd (BCA).

N.B. All original equipment, accessories and controls must be present and operate correctly; including but not limited to spare keys, transmitters and codes, satellite navigation and in-car entertainment system, Secure Digital cards, Bluetooth® and other integrated systems, alarm system, locking wheel nuts, parcel shelves, electric vehicle charging leads, handbook and Service Manual. If replacements have been necessary, they must be of similar quality and specification.



Make sure your service history and MOT are up to date

If your smart requires a final service before it is returned, you should book this in allowing enough time for it to be carried out prior to collection. If your agreement was signed after 6th October 2009, all of your vehicle services throughout your contract must have been carried out by a smart Retailer‡. You will also need to make sure that you have a current MOT certificate as all vehicles over three years old from the date of registration will need a valid MOT certificate when the vehicle is returned. This must be available for the BCA Inspector at the time of inspection. If your smart does not have a current MOT certificate, you will be charged for a transporter to collect your vehicle. If our Vehicle Returns Team have not been made aware of this prior to collection you will be charged an abortive collection fee.

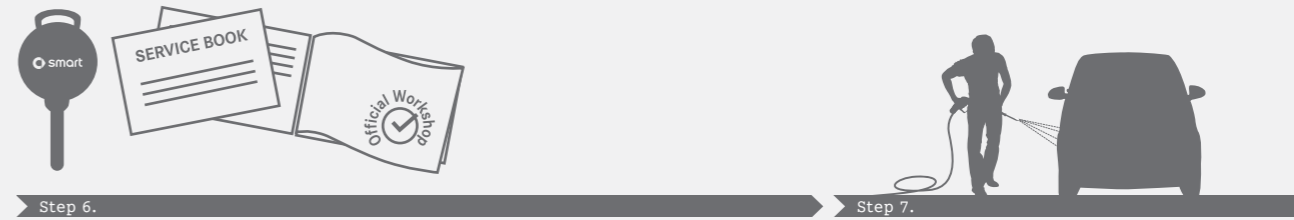
Arranging collection of your smart

BCA will contact you to arrange for your vehicle to be inspected and collected and will remind you of what you will need to do in preparation for the collection of your smart.

BCA will recommend and offer to undertake pre-maturity inspection two to three weeks prior to the maturity of your agreement to provide you with full transparency and the opportunity to carry out any repairs in the event your vehicle is not conforming to our Vehicle Return Standards. If you do elect to carry out any repairs prior to BCA collecting your vehicle then we would highly recommend that you only use smart approved repairers otherwise you could still be charged for rectifying any repairs that have not been carried out to an acceptable standard by a non-approved repairer.

If you don't wish to have this option for a pre-maturity inspection then BCA will arrange for the inspection to be performed on the same day as your collection date although we should advise that you will no longer have an opportunity to perform any repairs yourself as we will look to tactically repair and dispose of all returning vehicles within a matter of days following collection.

‡ Wherever we use the term 'smart Retailer' in this booklet this means any workshop which provides servicing and repair services and holds an after sales smart franchise.



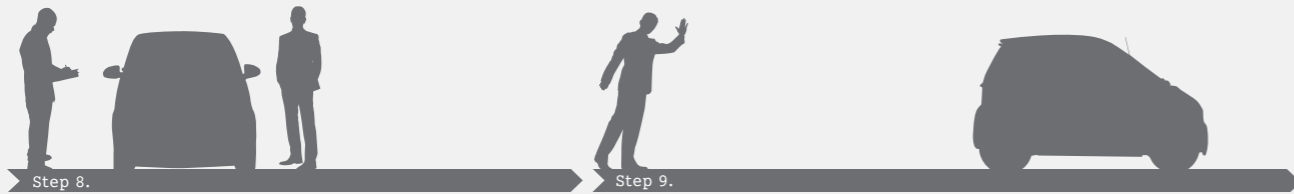
Make sure you have the keys and documentation ready

Please make sure our representative is supplied with all keys, along with the fully completed service record history, which must be stamped by the servicing Retailer (which must be a smart Retailer if your contract started after 6th October 2009). Any missing keys will be deactivated and replaced for security reasons (further costs may apply). Please ensure that your latest service print out is included in the pack before your car is returned.

If any stamps in the service history book are missing please refer back to your smart Retailer as they can provide proof of servicing. If this is not provided we will view the vehicle as not having a full service history, which you will be charged for.

Ensure that your smart is cleaned prior to inspection

It is important that your vehicle is cleaned thoroughly before collection to enable BCA to carry out a full appraisal of your smart.



Inspecting your smart

The BCA Inspector will come to your chosen collection address and inspect the vehicle to our specified Vehicle Return Standards (please see page 10 for further information). In most cases they will be able to advise you there and then of any chargeable damage, and if repairable, the cost of those repairs. They will also take any relevant photographs of any damage and if you have any immediate concerns you will have the opportunity to discuss them at this stage.

Hopefully, the BCA Inspector will be able to complete their inspection although if the weather conditions are poor and/or your vehicle is not clean they may only be able to perform a partial inspection. In this instance we would complete the inspection when the vehicle arrives at our De-Fleet Centre. If BCA have highlighted any damage they believe is outside of our Vehicle Return Standards we will review, and if we agree with their findings you will be sent an invoice for any applicable charges.

Collecting your smart

If you have elected to have a separate inspection and collection then BCA will have arranged for a 'BCA Collection Driver' to come and collect at a different agreed time from the date of inspection. The Collection Driver will perform a secondary vehicle check which will only be used to identify any additional obvious damage that may have occurred since your main inspection and will also help us to identify any repairs that you have already carried out. If the Collection Driver is collecting at the same time as the BCA Inspector is inspecting your vehicle, then you will still see the Collection Driver checking the vehicle but this is only for their benefit to determine the vehicle is legal to drive as it is their driving licence that would be at risk. The BCA Collection Driver will then return your vehicle to our De-Fleet Centre.



Step 10.

Notification of any final charges

If BCA have highlighted any damage they believe is outside of our Vehicle Return Standards we will review, and if we agree with their findings you will be sent an invoice for any applicable charges.

It is important that you are present when your vehicle is inspected. This will be your opportunity to view any damage on the vehicle they believe falls outside of our vehicle return standard as the vehicle will be repaired and/or sold within a matter of days of arriving at our De-Fleet Centre.

Other charges that may also be applicable will be where the vehicle has:

- i) exceeded the mileage allowance stated in your agreement; or
- ii) not been serviced in accordance with the agreement; or
- iii) been retained by you for longer than the agreed term

We will provide you with contact details with any invoice raised, in the event that you wish to further discuss any charges that have been applied.

Where you had elected to have a pre-maturity inspection the 'BCA Collection Driver' will undertake a further basic vehicle check to record any obvious damage. BCA will then review both this vehicle check and the original pre-maturity vehicle inspection and will add any obvious damage that was not evident when the vehicle had its pre-maturity inspection. If you have had any repairs carried out between the pre-maturity inspection and the day of collection it is essential that you provide us with copies of all relevant invoices prior to the day of collection to enable these repairs to be removed from any invoice.

>> Unacceptable damage.

Don't get caught out.

We hope your journey has been an enjoyable one. Now its time to start thinking about the return of your smart. This booklet is designed to help prevent any avoidable charges you may be faced with. It outlines our Vehicle Return Standards, and what we consider acceptable and unacceptable damage.

You'll learn what damage is acceptable and what's not. Then consider whether you should fix any problems at a local smart Retailer before you return your smart – doing so could help you avoid unnecessary charges.

After a full inspection, you will be notified of any damage that is outside of the return standard. You can carry out your own checks first by using the tester card at the front of this booklet to measure any damage to your smart yourself prior to returning it.

Please note that anything mentioned in the 'Not Acceptable' section of the following pages will be charged for. See the table opposite for an illustration of possible costs.

These prices are intended as a guide only and are correct as at the date of publication. Actual costs may be higher if replacement parts are required and are dependent on the extent of damage.

A repairable chip to the windscreen:	£32.00 per chip
Dent repairs not requiring repaint:	Minor £35.00 Major £90.00 per dent
Panel repairs requiring paint:	£119.00 – £310.00 per panel
Alloy wheel repairs:	£85.00 per wheel
Bumper repairs requiring repaint:	£259.00 per bumper
Trim and Upholstery repairs:	£40.00 per item
Servicing costs:	Service A £195.00 / Service B £345.00

>> Vehicle Return Standards.

When it's time to return your smart.

We certainly don't want you to be caught unaware when you return your smart, so please read the following pages which outline our Vehicle Return Standards, and what we consider acceptable and unacceptable damage. These standards can help you avoid any additional charges.

For visual examples of acceptable and unacceptable wear and tear, please see the hints and tips enclosed or visit the 'contract end' section at thesmart.co.uk/existingfinancecustomers.

The following symbols are shown throughout the brochure when the section is relevant to that vehicle type only:



Electric drive vehicles only



Petrol or diesel vehicles only

Please note: Anything mentioned in the 'Not Acceptable' section of the following pages will be charged for.

>> Fair Wear & Tear

If you are returning your vehicle as part of your contract, please ensure that your vehicle meets the 'Vehicle Return Standards' before having it collected by one of our representatives.

Items to be returned with your Mercedes-Benz

- > Spare Keys
- > Transmitter and codes
- > Alarm system
- > Locking wheel nuts
- > V5 log book
- > Handbook
- > Complete Service Manual

Bumpers and Body Mouldings

✓ Acceptable:

- > Scuff marks up to 50mm (2"), which do not adversely affect the overall appearance of your smart

✗ Not Acceptable:

- > Discoloured, loose, cracked, distorted, gouged or split bumpers and mouldings that require replacement, plastic welding or painting
- > Dented bumpers and/or any dents penetrating through to the base material where painted
- > Repairs not conforming to original finish and specification



Examples shown are of unacceptable damage.

Body and Paint

There will be no charge for light damage. The most severe dents will be repaired as cost effectively as possible, but damage that has penetrated the base coat will be charged. Any vehicle wraps or livery will need to be removed and the vehicle returned to its original factory colour.

✓ Acceptable:

- > Minor body dents, typically those caused by door-to-door contact, provided that:
 - > a) they are less than 13mm (1/2") in diameter — maximum one dent per panel to maximum of two dents per vehicle for vehicles up to two years old and four dents for vehicles over two years
 - > b) if more than two (or four) dents exist, the most severe should be repaired
- > Light surface scratches not through the top coat which can be removed by polishing/touch up
- > Any chipping of paintwork that can be attributed to normal usage (e.g. chips caused by stones flying off public road surfaces) provided that they do not penetrate the vehicle base coat nor show signs of corrosion
- > Previous repair up to an acceptable standard

✗ Not Acceptable:

- > Any excessive chipping of paintwork arising from non-public road use e.g. gravel drives, industrial sites or private roads
- > Any chipping and scratching of paintwork that has penetrated the base coat and/or has caused corrosion of any kind which cannot be polished out
- > Dents on swage lines or folder edges. Dents on high profile panels, i.e. bonnets/wheel arches, etc
- > Industrial, chemical fall-out or other forms of contamination
- > Body panel misalignment not consistent with manufacturer's finish
- > Previous body repairs and paint rectification if there is evidence of poor colour match, ripples, preparation marks, visible overspray, masking lines or excess dirt in paint. Excess paint chips which detract from the overall appearance of the smart, or panel
- > Under-body damage affecting the structural integrity of your smart or warranty
- > Damaged aerials. Drilled holes for telephone aerial fittings where the aerial has been removed
- > Any missing caps or covers on the bodywork

Glass

✓ Acceptable:

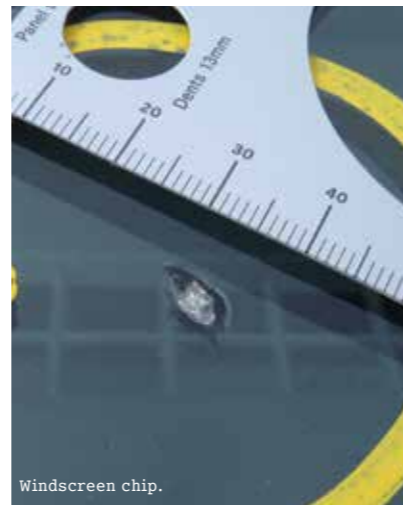
- > Chips on windscreen, which are less than 5mm, providing they do not obscure the driver's line of vision to a maximum of two per windscreen (MOT Standards)
- > Headlamp lenses with minor chips, which do not detract from the overall appearance of your smart or affect the efficiency of the lamp
- > Light scratches around periphery of the windscreen

✗ Not Acceptable:

- > Scratches and cracks in glass or stone chips with signs of cracking will need to be repaired
- > Cracks or damage to the windscreen within the driver's line of sight
- > Chips greater than 5mm
- > Incompatible window etchings
- > All lamps must be operational, holes or cracks in the glass or plastic covers of lamp units are not acceptable



Windscreen chip.



Windscreen chip.

Examples shown are of unacceptable damage.

Interior

The interior of your smart must be in a good condition for the age and mileage of the vehicle.

✓ Acceptable:

- > Normal wear and tear to carpets, trim, upholstery, etc
- > Seat cover/trim repairs to a high standard
- > Texture repairs or colour matching plugs resulting from the removal of telephone/accessory equipment

✗ Not Acceptable:

- > Burns to trim, seat covers, headlining and floor coverings requiring repair
- > Stains or discolouration of a permanent nature
- > Tears, cuts, rips and holes through seat covers, headlining and floor covering
- > Broken or damaged interior mouldings, trim pads, instrument panel, sun visor or headlining, etc
- > Holes resulting from the removal of telephone accessory equipment. Telephone fitting kits should be left in-situ wherever possible
- > Any extended warranty items



Holes in floor covering.



Damaged interior moulding.

Examples shown are of unacceptable damage.

Wheels and Tyres

Your smart must conform to the original specification of the vehicle. Must have matching tyres (of a size and premium brand, approved by the manufacturer) on each axle, for example, Pirelli or Bridgestone.

✓ Acceptable:

- > Scuffed sidewalls which can be cleaned
- > Minor scuffing or damage under 25mm to the vehicle alloy or steel rim edge or wheel face
- > Minimum remaining tread of 1.6mm across 75% of the tyre, in line with current legislation (MOT)

✗ Not Acceptable:

- > Tyres showing uneven wear indicating steering damage, i.e. tyre tread feathering
- > Remoulds and other substandard tyres
- > Any gouge, crack, cut, torn or plugged tyre side wall
- > Less than 1.6mm tread depth across 75% of the tyre including spare
- > Cracked or distorted wheel trims
- > Scuff chips and scratches exceeding 25mm
- > Tyres with excessive wear not matching age or mileage of your smart

Underside

Our engineers will check the underside of the vehicle for any impact damage.

✓ Acceptable:

- > Minor dents and deformation, such as stone damage, as long as they have not caused major corrosion. Any suspected impact damage should be investigated and dealt with professionally by a smart Retailer

✗ Not Acceptable:

- > Significant damage or distortion to chassis components



Examples shown are of unacceptable damage.

Oil Leaks

✓ Acceptable:

- > Some minor oil misting or dampness around seals or gaskets, providing oil drips are not present

✗ Not Acceptable:

- > Any serious oil leakage which should be rectified at the earliest opportunity

Luggage Area

✓ Acceptable:

- > Light soiling from normal use

✗ Not Acceptable:

- > Torn rubber aperture seals and paint scratched down to the bare metal

Door Aperture Tread Area

✓ Acceptable:

- > A minor amount of scuffing to the door and luggage area treads and sills

✗ Not Acceptable:

- > Damaged paintwork down to bare metal and aperture seals that are torn

Rubber Seals

✓ Acceptable:

- > Normal wear resulting in a minimal amount of minor damage and splits to rubber door and other seals

✗ Not Acceptable:

- > Evidence of neglect or abuse. If a seal becomes displaced it should be refitted immediately to avoid it becoming trapped or torn

Charging Cables

You are required to return with the vehicle all charging cables in full working order, without alteration.

✓ Acceptable:

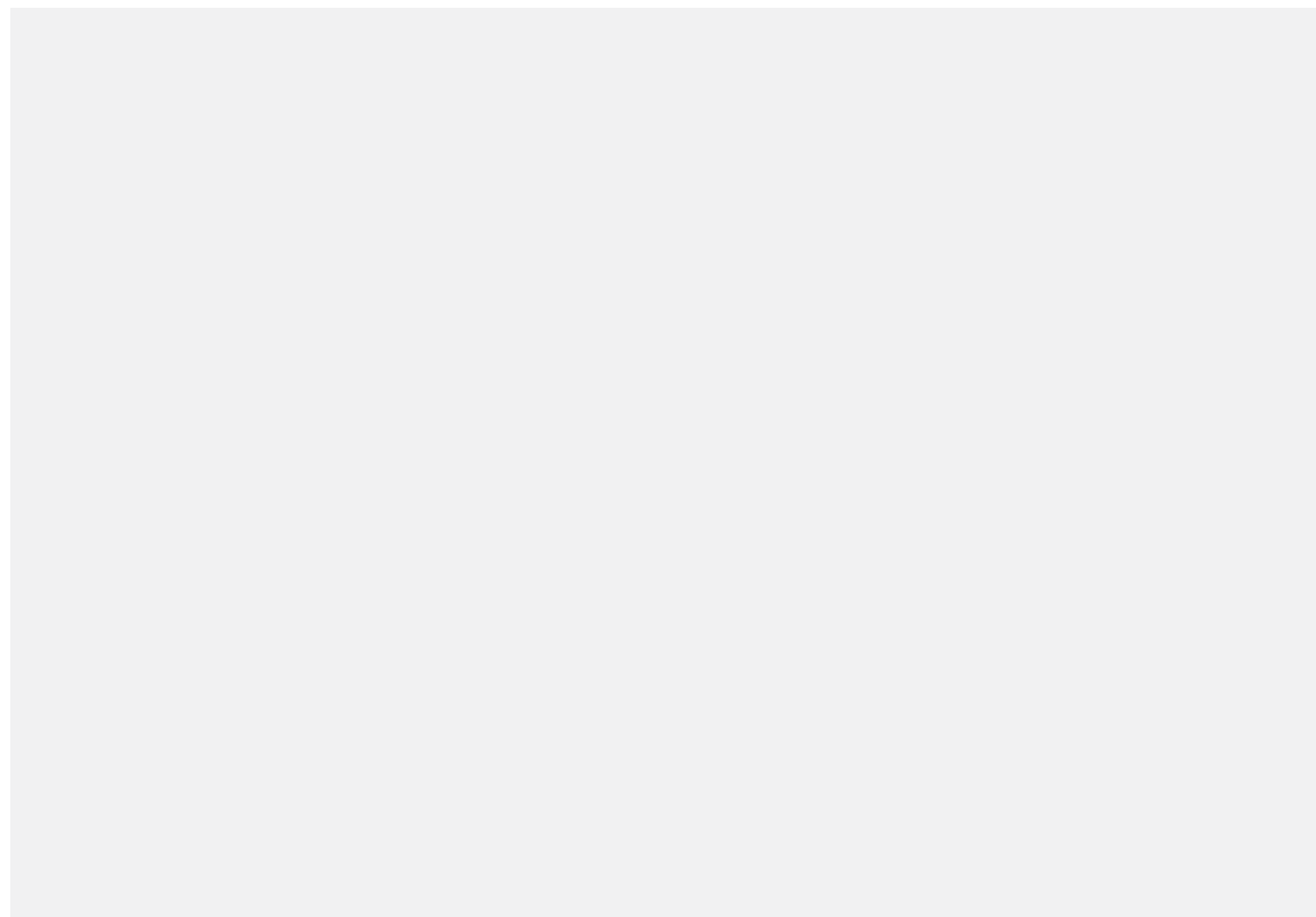
- > Surface scoring and light blemishes that reflect normal use

✗ Not Acceptable:

- > Any modifications to the cable, three pin plug or In Cable Control Unit
- > Evidence of neglect or abuse



Examples shown are of unacceptable damage.



Please use the enclosed checklist prior to returning your smart to make sure you tick off all the necessary steps before arranging the return of your smart.

Vehicle Returns Team 0870 121 0535*

To arrange collection of your vehicle, discuss any queries regarding the vehicle return standards or vehicle documents enquiries.

Customer Services for finance 0870 847 0700†

All other end-of-contract enquiries.

email: customerservices-mbfs@daimler.com

* Lines open Monday to Friday 8.30am – 5.00pm (calls may be recorded).

† Lines open Monday to Friday 8.00am – 6.00pm, Saturday 9.00am – 5.00pm (calls may be recorded).

Finance provided by Mercedes-Benz Financial Services UK Limited. A Daimler Company.
Tongwell, Milton Keynes MK15 8BA.

Telephone: 0870 847 0700 thesmart.co.uk

This brochure provides only an outline of the benefits of cover available and does not constitute full terms and conditions. Though accurate and up to date at the time of going to press (12/2013), details may change without prior notice.

smart – a Daimler brand

SAGOLM/12/13



open your mind.

>> Your smart Journey.
A guide to your next steps.

