



Mercedes-Benz Service Plans.

Take control with our maintenance and repair programme.

Mercedes-Benz

Vans. Born to run.







What is a Service Plan from Mercedes-Benz Vans?

Whether you own one van or operate a large fleet, planning and controlling your operating costs is important. A Service Plan from Mercedes-Benz Vans can help you do that by offering a range of maintenance and repair options at a pre-determined, transparent and low price. With a Service Plan, our authorised dealer network will perform maintenance and repairs to your vehicle according to an agreed schedule and pre-determined costs.*

A Service Plan is the easiest way to manage your van's maintenance and repairs. With flexible payment options, you can choose a Service Plan to meet your individual requirements, from scheduled servicing to a comprehensive maintenance and repair programme. For a clear, simple and stress-free solution, a Service Plan makes maintaining your vehicle or fleet as easy as it should be.

* Subject to terms and conditions. Exclusions apply. See your Mercedes-Benz Van dealer for further details including a full list of exclusions for the level of cover selected.





Service Plan benefits.

Pre-determined and transparent costs

For peace-of-mind, allowing you to budget for maintenance and repair costs with less risk.

Operating cost savings

With preferential rates on parts covered by the plan.

Operational reliability

Improve operational reliability through the use of Mercedes-Benz factory trained technicians and genuine parts.

Nationwide coverage

Services can be carried out at any authorised Mercedes-Benz Vans dealer.

Improve the resale value of your vehicle

With a full service history from an authorised Mercedes-Benz Vans dealer.

Simplified fleet management

Less administrative workload.

24/7 roadside assistance with Mercedes-Benz Vans Road Care

For the term of your Service Plan.

Future-proof

Protection against labour and parts price increases for work covered by the Service Plan.





Service Plan options.

BestBasic

The maintenance package. All maintenance work referred to in the maintenance booklet is covered.*

SelectPlus

Maintenance with vehicle repairs. Combines scheduled maintenance and vehicle repairs with certain exceptions including brakes and other wear and tear parts.*

Complete

Maintenance and repairs including brakes and wear and tear parts, subject to certain exclusions.* Complete is the best option for when you want extensive cover for your vehicle. This package includes the replacement, maintenance and repair of all covered wear and tear parts. The 'peace-of-mind' package.



Exclusions (in brief)*:

- Fuel, tyres, wheels, rims, panels, windscreens, glass, paint, rust and corrosion, interior damage, accessories
- Accident damage, neglect, abuse or improper use of the vehicle
- Fuel contamination, any nuts, bolts and consumables
- WOF/COF (included in Complete cover), Road User Charge (RUC), vehicle licence (registration)

* Subject to terms and conditions. Exclusions apply. See your Mercedes-Benz Van dealer for further details including a full list of exclusions.



Payment options.

We give you the flexibility to pay for your Service Plan in the way that best suits your individual requirements.

1. One upfront payment
2. Bundled into your finance agreement
3. Monthly contributions

Pre-paid servicing.

Pre-purchasing a Service Plan can be both cost effective and convenient. Any Service Plan can be pre-paid with one upfront payment, from BestBasic scheduled maintenance to a Complete maintenance and repair programme.





A man with short, dark hair, wearing a blue button-down shirt, is shown in profile from the chest up. He is looking out of a window with a view of a body of water and a distant shoreline. The lighting is soft and natural, suggesting daytime.

FAQs.

Who will carry out the agreed services?

Any authorised Mercedes-Benz Vans dealer chosen by you will carry out services and repairs.

What is not covered under a Service Plan?

A list of exclusions apply including fuel, tyres, windscreens, glass, accident damage, abuse or incorrect use of the vehicle, fuel contamination, road user charge, vehicle licensing. Please contact your Mercedes-Benz Vans dealer for a full list of exclusions for your selected level of cover.

What happens if the usage of my vehicle changes?

Our aim is to adapt to your changing needs. In such a case please inform your Mercedes-Benz Vans dealer, so that your Service Plan can be reviewed and adjusted if necessary.

Can I extend my Service Plan?


Yes, you can extend your Service Plan before the expiry of the current agreement. For SelectPlus and Complete Service Plans the maximum limits are 60 months or 300,000 km.

This brochure sets out a brief description of the general services and benefits of a Service Plan by Mercedes-Benz Vans. For more information, including a detailed solution tailored to your specific requirements, and a copy of the full Service Plan terms and conditions, please contact your Mercedes-Benz Vans dealer.

www.mercedes-benz.co.nz/vans

All scheduled service work is performed as per the vehicle maintenance manual issued by Mercedes-Benz New Zealand Ltd (MBNZ).

Service Plan cover is subject to acceptance of your application by MBNZ and in the terms and conditions of a Service Plan Agreement to be agreed. MBNZ reserves the right to correct printing errors.

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