

My Personal Concierge. My Service



Collect & Return

Hassle-free pickup and delivery of your car.

Cycle & Carriage (Authorised Dealer)

Service Enquiries Hotline: 6298 1818

Authorised Service Centers - Passenger Cars

Mercedes-Benz Center: 301 Alexandra Road, (S)159968

Pandan Loop Service Center: 188 Pandan Loop, (S)128378

Eunos Service Center: 330 Ubi Road 3, (S)408650

Sin Ming Service Center: 600 Sin Ming Avenue, (S)575733

Mon - Fri: 8.30 am - 6 pm, Sat: 8.30 am - 12 pm, Sun & PH: Closed

www.mercedes-benz.com.sg

REV 012022

Mercedes-Benz



We understand that as a busy individual, time is of essence to you. With *Collect & Return*, you will never have to spend time away from important matters at hand. Just give us a call when your car is due for servicing and we will pick it up. And once everything is done, we will deliver it back to your doorstep.

Collect & Return Package

Enjoy up to 20% discount with the Collect & Return Package.

No. of trips*	Nominal Fee (cost to cost)	Subsidised Package Fee	Savings
1	\$59	-	-
4	\$236	\$212	10%
6	\$354	\$283	20%


The above package is applicable for all Mercedes-Benz car models. Prices shown are inclusive of 7% GST.

*One trip is equivalent to either a collect or a return service.

This service is available at the following Mercedes-Benz Authorised Service Centers:

- Mercedes-Benz Center
- Pandan Loop Service Center
- Eunös Service Center
- Sin Ming Service Center

Service Enquiries Hotline: 6298 1818

To make a booking simply access the **myMB** app  or visit **www.mymb.sg**



This service is **not applicable** for:

- Noise, vibration, vehicle pulling, jerking and intermittent advisory light issues, as our Customer Service Advisor needs to test drive your Mercedes-Benz with you in order to accurately diagnose the issues.

Terms and conditions:

1. The undersigned customer authorises the driver of Cycle & Carriage Industries Pte Limited ("Cycle & Carriage") to drive the customer's car to Cycle & Carriage Mercedes-Benz Center, Pandan Loop Service Center, Eunös Service Center or Sin Ming Service Center for service, maintenance and repair or replacement work under Cycle & Carriage Collect and Return (the "CR"). After completion of the works, the authorised driver or any other person duly appointed by Cycle & Carriage may drive the customer's car from the service centre to the drop-off location as indicated by the customer in the CR form, or as advised by the customer, for the purpose of returning the car to the customer.
2. The CR, either the four (04) times or the six (06) times, shall be valid for a period of three (03) years effective from the date of purchase of the CR for any Mercedes-Benz passenger vehicles provided that:-
 - A) The vehicle was sold through Cycle & Carriage;
 - B) Cycle & Carriage has received full payment for the CR purchased for the vehicle.
3. Any payment received for the CR is non-refundable and the customer is not allowed to terminate the CR before the expiry of the CR under any circumstances and for any reasons whatsoever. In the event of a change of ownership of the vehicle, Cycle & Carriage reserves its rights to, at its sole discretion, decide whether the CR is transferable to the new owner provided that the customer has duly informed Cycle & Carriage in writing of the change of ownership and agrees to comply with such other terms and conditions that Cycle & Carriage may stipulate from time to time. The CR shall not under any circumstances whatsoever, be transferable from one vehicle to another.
4. Cycle & Carriage reserves the right to review and/or adjust the prices for the CR from time to time without prior notice to the customer. The new price shall, however, only apply to a new CR signed thereafter.
5. The prices for the CR shall only cover the labour cost for the transportation service under the CR. The cost and charges incurred for service, maintenance and repair or replacement work performed on the vehicles shall be charged to and payable by the customer separately. The cost of petrol used for the service shall be borne by the customer.
6. The cost of the service, maintenance and repair or replacement work must be fully paid before the Return service can be carried out. Payment (including the charges on CR) must be made over the phone using a credit card. In the event that Return service is not provided, the customer shall come to the service centre in person to make payment before collecting the car.
7. Any remedy or compensation that the customer may have from Cycle & Carriage in respect of any damage to his/her vehicle, which may arise during the course of the CR, shall be limited solely to the cost of repair of the vehicle. Cycle & Carriage shall not be liable for any other losses (whether incidental, consequential or otherwise), damage, costs, expenses or other claims suffered by the customer or any third party, which may arise by reason of any incident or accident involving the customer's vehicle during the course of the CR. The Customer shall indemnify and hold Cycle & Carriage harmless from any action, claims or demands, which may be made by any third party by reason of the matters aforesaid.
8. The accessories, valuables and contents (eg. sun-glasses, cashcard, coin box, parking coupons, etc) in the customer's vehicle are at all times left at the customer's risk during the course of the CR. Cycle & Carriage shall not be liable for any damage, loss or theft thereof.
9. The CR is only valid for point-to-point transfer, ie. from one pick-up location to any of the Cycle & Carriage service centres and returned to only one destination instructed by the customer within Singapore only.