

Claim form

Mercedes ServiceCard GmbH & Co. KG
Mainparkstraße 2
63801 Kleinostheim
GERMANY

Please return to +49 6027 509-77567 or info@mercedesservicecard.de

Mercedes ServiceCard GmbH & Co. KG, as settlement mediator, establishes contact with the supplier in order to arrive at an amicable resolution. Only in exceptional cases when this is not feasible, a settlement agreement, if applicable, must then take place directly between the customer and the supplier. As a credit will appear on your customer account with Mercedes ServiceCard GmbH & Co. KG in the case of a reduction in the invoice amount, we kindly request the payment of the outstanding invoice amount independent of this complaint.

Customer information

Customer number:	
Company:	
Contact:	
E-mail:	
Tel.:	

Workshop invoice

Invoice number:	
Item:	
Description:	

Please include a copy of the workshop invoice.

UTA single item verification

Invoice number:	
Disputed amount:	

Please include a copy of the UTA itemised bill.

Reason for complaint

- The workshop invoice is missing
- Payment has already been sent to the workshop
- Rebate agreement not applied (include proof)
- Service agreement not applied (include proof)
- Guarantee agreement not applied (include proof)
- No corresponding repair order issued
- Company name on invoice incorrect
- Other

Detailed description:

Place / date: _____ Signature: _____