

Refund Policy

Products purchased on the *Mercedes me connect* store can be refunded within 30 days of activation to the original form of payment. Provider reserves the right to grant or deny such refund. It is the responsibility of the customer to request a refund with the Provider via the following methods:

Telephone – 1-800-367-6372

Email – me-connect.usa@cac.mercedes-benz.com (*refund not finalized via e-mail until confirmation from live agent*)

Once a refund is initiated, the service will automatically be de-activated and removed from your vehicle.
