

MBUSI Service Parts

Supplier Guide

Supplier Chargeback Document



Mercedes-Benz

Created on: 9/26/2022

Modified on: 4/18/2024

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Failure to comply with the MBUSI Service Parts Supplier Guide could result in damages under the Master Terms Direct Purchasing

Document History

Version Number	Author	Location of Change(s)	Summary of Changes	Date
Version 1	TRAYLOJ		Final Draft Version	9/26/2022
Version 2	MORRJOD		Remove standard chargeback amounts	4/18/2024



Under the MBUSI Master Terms Direct Purchasing, Suppliers are subject to chargebacks when they directly or indirectly cause damage to MBUSI, our Mercedes-Benz affiliates, or our retail network partners. MBUSI Service Parts has looked at historical problems associated with parts availability and other Service-specific issues and determined how the company and customer are impacted in terms of costs and damages. As a result, the following criteria will apply for all suppliers:

Chargeback Aspect	Description	Charge
Supplier Late Deliveries	Airfreight orders required due to a supplier bottleneck situation, where Service orders are not shipped on time, or where there is a lack of an acceptable recovery schedule	\$ value of the airfreight waybill for the components and quantity being expedited
Supplier Late Deliveries	In the event of a situation that a customer initiates litigation or a vehicle buy-back against Mercedes-Benz, due to the non-supply of parts by the supplier	\$ value of the litigation costs incurred by Mercedes-Benz and/or \$ value of the vehicle which has to be bought back from the customer
Erroneous/Missing inbound shipping documentation	Supplier repeatedly does not adhere to the provided guidelines for accurately and timely transmission of Advanced Shipping Notices (ASN) prior to the arrival of the shipment at MBUSI Service Parts	\$475 per Purchase Order line on the delivery note
Product and Packaging Quality	Supplier shipments of components which do not meet specification and/or packaging quality requirements will be quarantined until a supplier representative either reworks or replaces the components with parts and/or packaging of the correct quality	\$ value for rework time, in the event the supplier cannot support onsite, OR \$ value for components to be returned to supplier

Suppliers that commit acts or omissions as described in the above chart will be notified of such acts or omissions and shall be subject to the associated chargebacks. All other rights and obligations under the Master Terms Direct Purchasing shall remain unaffected.

MBUSI Service Parts' Purchase Orders are to be treated with as equal importance as any other customer demands. Your allocated Supplier Planner at MBUSI Service Parts is always on hand to support you to address any issue preventatively, before supply bottlenecks have an impact on Mercedes-Benz customers' mobility and satisfaction.



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