complaint

Mr R complains that Mercedes-Benz Financial Services UK Limited didn't properly deal with his request to change the collection address for his car.

background

Mr R had a car from Mercedes which was due to be returned at the end of the lease period. Mr R contacted the company that Mercedes had asked to deal with the collection to change the address to his place of work as this was more convenient. The company didn't deal with Mr R's request in time and Mr R had to chase up the arrangements. By this time the collection company said it couldn't collect from Mr R's workplace until after the lease, MOT and insurance had expired which would have meant more cost for Mr R. Mr R had to take a day off work to return the car. Mercedes accepted that the service was not up to standard and offered £150 for the trouble and upset caused. Mr R doesn't think that this enough and wants the cost of a days leave as well.

Our adjudicator thought that the offer of £150 was fair and reasonable in the circumstances. He considered that this took account of the fact that Mr R had to take a day off work and he didn't think that Mr R had lost this amount. Mr R didn't agree and said in summary that he would need to take unpaid leave to replace this day and so he had lost out.

my findings

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

I understand why Mr R feels very strongly about this complaint. He is understandably upset that the collection company told Mercedes that there had been no request to change the collection location even though he sent an email in good time. By the time the collection company had found the email and admitted there was a request it was too late to change the collection address without significant costs to Mr R.

I think that this is poor service and I have no doubt that it was frustrating and annoying for Mr R. I have seen the emails he sent trying to sort out the problems that were not of his making. Mr R tried to make reasonable arrangements but in the end he was faced with having to take the day off work.

I sympathise with Mr R and I appreciate that his annual leave is valuable. But I don't agree that Mercedes should pay him for a days leave in addition to the £150 offered. I say this because the awards we make are generally modest and reflect the trouble and upset caused. We don't make awards on the basis of a commercial hourly or daily rate. I think that £150 is fair and reasonable based on the inconvenience caused. It is a proportion of Mr R's annual leave day. I think that this is a reasonable amount and in line with other awards we make. I know that Mr R doesn't think it is enough but I can't fairly ask Mercedes to pay any more.

Mercedes has offered to reduce Mr R's outstanding bill by £150 and I leave it to Mr R to decide whether he wishes to accept this.

I have read that there was an issue with the windscreen charge but I agree with Mr R that it isn't related to this complaint and I haven't considered it further.

my final decision

My final decision is that Mercedes- Benz Financial Services UK Limited should pay Mr R the £150 it has offered to settle this complaint. Under the rules of the Financial Ombudsman Service, I'm required to ask Mr R to accept or reject my decision before 19 February 2016.

Emma Boothroyd
ombudsman