**Template letter ECC: claim deposit car rental**

This is a European Consumer Centre template letter. This letter serves as an example. It can be customised to reflect your personal situation. This is your own responsibility.

Send the letter by email and also by post if you wish. Keep a copy for your own records.

<your name>

<address>

<postcode and place of residence>
<email>

**To**

<name>

<address>

<postcode and place>

<place of residence, date>

Reference: <booking number car rental>

Subject: claim refund of deposit car rental

Dear Sir, Madam,

<On/During><enter the day or period for which you rented a car >, I rented a car from your car rental company <name car rental company> in <name of city and country> under booking number <booking number>. When I picked up the rental car, you reserved an amount of € <enter the amount> on my <credit card> as a deposit for the car rental. In my opinion, you have incorrectly withheld <some / all > of the deposit. With this <letter / email>, I hereby notify you that I disagree with this claim.

**Claim refund of deposit**

You are not permitted to withhold an amount from my deposit without good reason and substantiation. I do not agree with the amount withheld from my deposit of € <enter the amount> because <state why you disagree>. To substantiate my point of view, please find attached <describe the attachments you added to provide evidence of your point of view, such as a copy of the car rental contract, the signed indemnification statement or return acceptance form, pictures or video of pick-up and return of the rental car, and the deposit withheld.>.

Based on this information, I expect you to refund me the amount withheld, i.e. <enter the amount> within 14 days of the date of this <letter / email>.

**Motivation and documentation**

If you are still of the opinion that withholding the relevant amount is justified, I request that you send me a motivation and documentation based on which you think I should pay for this damage. In particular, I request that you send me any evidence proving I am liable for the amount you have withheld.

**Legal steps**

If you do not respond within the above-mentioned period, I will submit a complaint to the European Consumer Centre. I will also lodge a complaint with the Dutch regulator, the ACM (the Dutch Consumer and Market Authority). I hope I will have no need to take these steps.

Yours faithfully,

<Name and signature>

Attachments:

* Copy of contract/agreement
* Copy of car rental receipt
* Pictures or video of the car
* Copy credit or debit card transaction