**Template letter ECC - objection damage rental car**

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 of car rental company>

<address>

<postcode and place>

<place of residence, date>

Reference: <invoice number/reference>

Subject: objection damage to rental car

Dear Sir, Madam,

On / During the period between<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>. You claim that I have damaged the rental car and you have sent me an invoice for it. This <letter / email> serves to let you know that I object to this invoice.

**Damage to rental car**

The accusation that I caused damage is not justified and I can demonstrate this by <state how you can show that you did not cause the damage, for example because you made a video or took pictures of the car during pick-up and return of the rental car. You can also refer to the issue and intake form of the rental car.>. I am also of the opinion that the damage report you sent does not sufficiently prove that the damage was incurred when I rented the car. Please find attached a copy of the car rental contract and supplementary evidence.

**Onus on car rental company**

If you are still of the opinion that I caused the damage, I request that you send me a motivation and documentation based on which you think I should pay for this damage within 14 working days of the date of this <letter / email>. In particular, I request that you send me any evidence that proves I am liable for the costs you have charged to me. I trust you will stop any collection measures until this matter has been resolved.

**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.

Awaiting your response,

With kind regards,

<Name and signature>

Attachments:

* Copy contract/agreement
* Pictures or video of the car
* Copy of car rental receipt (optional)
* Copy of correspondence (optional)