[First and last name]

[Postal address]

[Telephone number + email address]

[Company name]

[Company address]

[Place, date]

**Subject:** Reimbursement request - [booking number]

Dear Sir, Madam,

I have hired a car from your company [name of car hire agency] in [town and country] under booking number [booking number] on [date or period during which you hired the car].

***Choose as appropriate:***

When I collected the hire car, you blocked an amount of €[amount held back] as a security deposit. To date, you have still not released this amount even though the vehicle was returned in good condition and without any delay. I would therefore ask you to release this amount within a maximum of 14 days.

OR

You are demanding compensation of €[amount] and withholding this amount from the rental deposit, which should already have been returned to me. I totally dispute this claim for compensation because [*choose as appropriate*: I caused no damage to the rental vehicle / the alleged damage does not correspond to the actual damage / I did not subscribe to the additional options invoiced].

OR

You have debited an amount of €[amount] directly from my bank card. I totally dispute this debit as [*choose as appropriate*: I have not caused any damage to the hire car / the alleged damage does not correspond to the actual damage / I have not subscribed to the additional options invoiced].

Therefore, I would ask you to reimburse me / the amount of €[amount] within a maximum of 14 days. I enclose with my request the documents proving that I am not liable, i.e.: [enclose any useful documents, such as a copy of the rental contract, outbound or inbound inventory of the vehicle rental, photos of the vehicle, etc.].

Without reimbursement within 14 days, I will not hesitate to contact the European Consumer Centre Luxembourg to assert my rights.

Yours sincerely

[Signature + Name]

**Please note:** In the event of an unjustified debit from your bank card, first contact your bank or the issuer of your payment card to block the debit or to request a refund of the sums debited. You can send this standard complaint to the rental agency at the same time, or even at a later stage.