<Your name>

<Your address>

<Your eircode>
<Your email>

<Business name>

<Business address>

<Business postcode>

<Business email>

 <Insert date>

**Subject: Unjustified deposit taken <name car rental company>**

**Reference:** <booking number/reference>

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>. When I picked up the rental car, you held € <enter the amount> on my <credit card> as a deposit for the car rental. I am sending this <letter/email> as I believe that you have incorrectly withheld <some/all> of my deposit.

**Claim refund of deposit**

You cannot withhold an amount from my deposit without good reason and substantiation. I do not agree with the amount that you withheld € <enter the amount> from my deposit 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, € <enter the amount>, within 14 days of the date of receiving this <letter/email>.

**Term for processing this claim**

If you are still of the opinion that withholding € <enter the amount> is justified, I request that you provide a detailed explanation that includes any evidence that proves I am liable for the amount you have withheld.

**Legal steps**

If I do not receive a response, I will consider making a claim under the European Small Claims Procedure.

Yours sincerely,

<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