



**EasyTerra**  
Car rental

-Please be sure to reference your voucher number on all documentation. Thank you.-

Voucher number \_\_\_\_\_  
Name (used for the reservation) \_\_\_\_\_  
E-mailadres \_\_\_\_\_  
Address \_\_\_\_\_

Thank you for contacting EasyTerra regarding your request for a refund of the damage excess charged to you by the supplier "Refundable Excess Program".

In order to begin the process of a claim, we request that you fill out this form, and provide us with as much of the documentation listed below, that you have in your possession. This must be done within 90 days of the return of the rental vehicle. If you are missing any paperwork which we have requested, please advise why it was not possible to obtain. Please more, the more information and documentation you can provide us with, the sooner we can process the claim. When we must request more information from the supplier, who has a minimum of 8 weeks to respond to us, the process can take a considerable amount of time.

Please forward the flowing documents if available:

1. Copy of the credit card statement showing the charges from the supplier. (You should, of course, blacken out any non relevant or sensitive information)
2. Copy of the police report
3. Supplier's Accident / Damage report
4. Final Invoice from the supplier
5. Signed Rental agreement / Check –out Form
6. Repair Estimate / Bill

You can send all documents to the following address:

E-mail [ez-eu-cs@res.easyterra.com](mailto:ez-eu-cs@res.easyterra.com)  
Postal address Auto Europe Deutschland GmbH  
z. H. v. EasyTerra Kundendienst Landsberger  
Str. 155  
D-80687 München



Please provide us with details of the events which lead to the new damage to the rental vehicle, the nature and extent of the damage, the dates and any names you may have of involved parties. Feel free to use more paper as necessary in order to provide the most detailed account possible:

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Signature

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Date