

EasyTerra
Car rental

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

Auto Europe Voucher: EU _____
Name (Used on the Reservation): _____
Email address: _____
Bank details: IBAN + BIC: _____
Damage Amount: _____

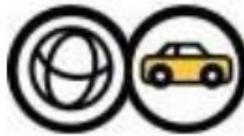
Thank you for contacting Auto Europe regarding your request for a refund of the damage excess charged to you by the supplier, under Auto Europe's "Refundable Excess Program".

Please forward the following documents if available:

- Rental Agreement from the local rental company
- Check out / check in report from the local rental company
- Damage report from the local rental company
- Final invoice from the local rental company
- Police report mandatory if there is an accident, theft or vandalism
- Accident report required - in the event of third party damage this is mandatory
- Photos of the damage
- Copy of the credit card statement showing the charges from the supplier.(You should, of course, blacken out any no relevant or sensitive information).

The damage documents should be sent **no later than 90 days after the rental vehicle has been returned.**

Please note that the completeness of the documents affects the duration of the process. When Auto-Europe has to request documents from the supplier, this normally delays processing by approx. 8 weeks.



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Please note that this claim form can only be filled out on line.

Simply click on the "**Typewriter**" function to be able to write in the appropriate fields.

This function is located at the top. Please make sure that you have downloaded Adobe Reader or Foxit Reader on your computer otherwise you cannot use the document.

Where did the accident/damage take place? (exact place):

Who caused the accident/damage?

Was the damage/accident reported to the Police?

Who drove the vehicle?

What exactly has been damaged?

Please provide us with details of the events which lead to the new damage/accident to the rental vehicle (max 200).

Signature

Date