

1. A copy of your credit or debit card statement from your bank confirming the transaction details for the damage charge. (This must confirm the name of the cardholder)

We cannot accept the damage invoice in place of this.

2. A copy of the final repair invoice which shows the costs associated with the repair carried out on the vehicle from the repairing garage. (Alternatively, we can accept a copy of the internal pricing matrix if the hire company repairs in-house)

The invoice provided does not have a breakdown of the repairs carried out on the vehicle. Please contact the hire company to obtain this.

If this is not in your possession, the rental company will be able to provide this to you.

We also require written confirmation from the hire company as to why they have charged you more than the 7000 SEK excess stated on your hire agreement.

Kind Regards